

ASSISTANT TO THE POLICE OMBUDSMAN

Nature of Work:

Serves as primary point of contact for the Office of the Police Ombudsman, performing office administrative and support work which requires the application of independent judgment based on considerable knowledge of the functions within the office. Most work is subject to checks and controls; but if not detected, errors could result in embarrassment to the City. Employee has regular contact with dignitaries, community leaders, citizens and City employees and therefore must be able to obtain or supply accurate information. Most of the information the employee has access to will be highly confidential information that cannot be discussed. Duties are sedentary in nature, performed under normal working conditions, and require normal attention to prevent errors.

Supervision:

Work is performed under general supervision, with questionable cases referred to the supervisor. Reports to the Police Ombudsman.

Essential Job Functions:

Serves as the primary point of contact for the Office of the Police Ombudsman (OPO). Receives, tracks and refers complaints regarding the Spokane Police Department to the Ombudsman.

Answers incoming calls taking messages, assisting with questions and referring for proper handling. Has regular contact with city departments, other governmental agencies, businesses, civic organizations and leaders, media and citizens in the course of City business.

Receives and handles complex records and information that is highly confidential that cannot be discussed

Develops, maintains and refines filing and tracking systems and procedures. Prepares and files various records. Maintains office files and supervises filing procedures as necessary.

Explains departmental policies and regulations to other employees and the public.

May order and maintain office supplies. Provides support for the preparation and tracking of the annual budget.

Receives and routes incoming mail.

Coordinates travel arrangements for the Ombudsman as needed. Makes arrangements for and coordinates meetings.

Classification: Exempt-Confidential
Pay Range: 22
FLSA Code: Non-Exempt
Census Code: 3 - Clerical
EEOC Code: 5 - Administrative Support



Types forms, statements, letters, receipts, reports, and other material from rough drafts or general instructions, which frequently require independent action and discretion on the content. Composes routine correspondence. Operates a personal computer and other office equipment. May perform secretarial work.

Works on special projects as assigned.

Performs related work as required.

Requirements of Work:

Considerable knowledge of modern office practices and procedures and of business English and arithmetic.

Considerable knowledge of OPO policies and related regulations and ordinances.

Knowledge of personal computers and applicable office production software.

Ability to learn rapidly the policies, procedures, and activities of the OPO.

Ability to maintain complex records and prepare reports.

Ability to maintain strict confidentiality of information received.

Ability to perform difficult clerical work with little supervision.

Ability to establish and maintain effective public and working relationships.

Physical Requirements:

Ability to walk, stand, stoop and sustain long periods of sitting.

Ability to operate a personal computer.

Ability to read, write and comprehend reports, contracts, budgets, technical data, proposals, etc.

Ability to communicate effectively with individuals and groups, successfully network and work in a politically sensitive environment.

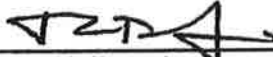
Ability to push, pull, lift and/or carry supplies and equipment used for the job up to 20 pounds.

Minimum Education and Experience:

High school diploma or its equivalent; AND completion of at least three (3) years of experience in the clerical/secretarial field. Must be able to type accurately at a rate of 250 keystrokes (50 words) per minute. Additional related post-secondary education may substitute for up to one year of the experience requirement on a year-for-year basis.

Behavioral Standards:

An employee in this classification will be respectful, courteous, and friendly to customers, other City employees, and City leadership. A team player that helps the organization meet its objectives. Takes initiative to meet work objectives. Effectively communicates with customers and other City employees. Work cooperatively and effectively with co-workers, managers and members of the public. Positively represents the City, maintaining the trust City residents have placed in each of us. Demonstrates honest and ethical behaviors



Thomas E. Danek, Jr.
City Administrator

19 Feb 10

Date