

**CITY OF GRAND HAVEN
JOB DESCRIPTION**

OFFICE ADMINISTRATOR (PUBLIC SAFETY)

Supervised By: Public Safety Lieutenant
Supervises: Coordinates the work of departmental clerical staff as assigned

Position Summary:

Under the general supervision of the Public Safety Lieutenant, performs confidential executive and administrative duties and advanced customer service in support of department operations. Coordinates and assigns the work of assigned clerical staff.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Operates and administers the Law Enforcement Information System (LEIN), performs data entry, perform system audits, and monitors personnel with access to the system. Serves as LEIN Terminal Agency Coordinator (TAC) and liaison to ensure agency compliance with rules, regulations, and system integrity.
2. Pull crime reporting records for accuracy. Corrects errors, updates files, and submits data to the State.
3. Prepares for new departmental hires as needed. Completes status change requests, coordinates training and testing, sets up IT needs, prepares workspaces, orders business cards, and performs other related tasks.
4. Completes department bookkeeping and payroll activities. Reviews and codes invoices, contacts vendors regarding discrepancies, and reconciles credit card transactions. Submits invoices for payment according to established procedures. Assists with accounts receivable, purchase orders, and other bookkeeping activities as needed.
5. Prepares payroll records for department. Reviews timesheets, enters hours, overtime, paid time off, and other hours, and submits payroll files for processing. Establishes and maintains payroll files, answers payroll-related questions, and compiles data as needed.
6. Provides general technical support for departmental operations. Serves as the point of contact with outside technical support firms, troubleshoots departmental software issues, installs software on department computers, updates host files, and completes other related technical tasks.
7. Assigns work, trains, evaluates performance, and participates in the hiring process of assigned clerical staff.
8. Maintains statistical and operational data for weekly, monthly, and year-end report preparation for public safety services. Gathers information and provides research support as directed.

9. Develops and maintains departmental electronic and paper filing systems in accordance to established legal requirements and internal record retention policies. Develops and implements records disposal schedules according to established record retention protocol.
10. Independently identifies, plans, and provides secretarial, administrative, and clerical support for various department operations, administrative processes, and customer service needs. Recommends new processes, procedures, or policies.
11. Provides routine and advanced administrative support for the department. Types, copies, enters data, sorts mail, and completes other projects as assigned. Prepares and proofs packets, reports, and other standard and complex handouts, materials, official documents or publications. Schedules, attends and represents the at various meetings as assigned.
12. Serves as a back-up to the front desk as operational needs demand. Assists customers in person or by phone or other means, addressing and resolving standard and complex problems or issues. Resolves issues independently and refers more complex situations to the appropriate party.
13. Monitors and orders office supplies and troubleshoots equipment for the department. Prepares and processes purchase orders and invoices according to established procedures and coordinates with the Finance department as needed.
14. Coordinates special events and programs, completes research, reports and special projects as assigned.
15. Prepares standard, complex, and confidential correspondence, records, documents, reports, and other related information. Proofreads critical documents as requested. Develops and maintains logs, databases, spreadsheets, and other reports.
16. Performs other related work as required.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- An associate's degree in business administration, public administration, or related field is required. A bachelor's degree is preferred.
- Three or more years of experience in office administration or related field is required.
- Certified as a Notary Public and the ability to achieve LEIN certification and TAC within a reasonable time period is required.
- Thorough knowledge of general office operations and administrative procedures and practices.
- Knowledge of City services, organizational structure, and departmental operations to effectively direct and assist the public.

- Excellent customer service skills, including responding diplomatically to customer questions and complaints.
- Skill in the operation and troubleshooting of general office equipment.
- Skill in the use of office equipment and technology, including computers and a variety of related software, and the ability to master new technologies.
- Skill in preparing accurate and professional documents, records, reports, and correspondence.
- Ability to type and enter data with speed and accuracy.
- Ability to maintain confidentiality and exercise discretion with regard to highly sensitive information.
- Ability to communicate effectively and present ideas and concepts orally and in writing.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with employees, City officials, professional contacts, community leaders, the media, and the public.
- Ability to coordinate multiple tasks, problem-solve, and work effectively under stress, within deadlines and changes in work priorities.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in an office setting with a controlled climate where they sit and work on a computer, communicate by telephone, email, or in person, and move around the office to travel to other locations.