

	KENOSHA POLICE DEPARTMENT			
	POLICY AND PROCEDURE			
	21.17 Job Specifications – Office Associate II			
Effective Date:	9/1/2002	Revision Date:	1/10/2019	
Action:	Replaces Clerk Typist II		Number of pages:	3

I. Characteristics of the Class

- A. Under general supervision, provides moderately complex, specialized clerical support to a specific functional area or a first level manager. Knowledge of department policies and procedures and good communication and keyboard skills are critical to this position. Duties include a variety of clerical tasks and extensive public contact work. Work is reviewed through conferences, observation of work in progress and written reports for results obtained and adherence to established policies and procedures.

II. Examples of Essential Functions (illustrative only)

- A. Answers telephone and receives inquiries and/or complaints, providing information based on general knowledge of programs and activities, or referring callers to appropriate personnel as necessary.
- B. Routes messages for Department personnel, as necessary; may operate two-way radio.
- C. Greets citizens, visitors or customers and directs to proper unit or provides customer service, provides information and assistance related to programs or services provided by assigned area, determines customer problems and schedules appointments.
- D. Utilizes computerized data entry equipment and various word processing, spreadsheet and/or file maintenance programs to enter, store and/or retrieve information as requested or otherwise necessary; summarizes data in preparation of standardized reports.
- E. Types materials from typed or handwritten copy, which requires use of a variety of standardized formats for preparing correspondence, reports, schedules, records, minutes, etc.; assumes responsibility for correctness of spelling, punctuation, grammar and format.
- F. Transcribes highly confidential material from various formats such as taped interviews, 911 calls and internal investigations.
- G. Maintains filing system of correspondence, forms, cards, receipts, reports and/or records; maintains log books, ledgers or other tracking documents.
- H. Operates automated office equipment including photocopier, computer, printer, calculator, facsimile, typewriter, etc.
- I. Opens sorts and distributes mail.
- J. May be required to take minutes/notes at committee meetings.
- K. May be required to assist in snow and ice removal activities.

- L. Performs other duties as assigned.

NOTE: The duties listed above are intended as illustrations of the various types of work performed by persons in positions covered by this classification specification. This list is not all inclusive. The omission of a particular job duty does not mean that the duty is not one of the essential functions of the position. Management reserves the right to assign employees in this classification to duties not listed above, if the duties are fairly within the scope of responsibilities applicable to the level of work performed by employees in positions covered by this classification specification. This classification specification does not create an employment contract between the City and the employee and is subject to change by the City as the needs of the City and the department change over time.

III. Requirements

A. Education, Training and Experience:

1. High school diploma or GED.
2. Supplemented by a minimum of one (1) year of general clerical experience including cashiering, computer operations and public or customer service; or an equivalent combination of training and experience.
3. Must have keyboard skills and proficiency with a varied range of computer application programs.
4. Must be able to type at a rate consistent with departmental needs.

B. Knowledge, Skills and Abilities:

1. Knowledge of municipal and departmental rules, regulations, practices and procedures.
2. Knowledge of business English and arithmetic.
3. Knowledge of modern office terminology, methods, practices and procedures.
4. Ability to understand and follow oral and written instructions.
5. Ability to establish and maintain effective working relationships with fellow employees, superiors, suppliers and the general public.
6. Ability to make arithmetic calculations with speed and accuracy.
7. Ability to learn pertinent codes, laws, ordinances, rules, regulations, policies and procedures.
8. Ability to communicate information tactfully and impartially.
9. Ability to handle reasonably necessary stress.

C. Physical Requirements:

1. Duties may involve some physical effort, i.e., some standing and walking, or frequent light lifting (5 - 10 pounds); or minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment.

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2. Duties may involve extended periods of time at a keyboard.

D. Environmental Requirements:

1. Duties are regularly performed without exposure to adverse environmental conditions.

E. Sensory Requirements:

1. This position requires sound perception and discrimination.
2. This position requires visual perception and discrimination.
3. This position requires oral communications ability.

F. Additional Requirements:

1. Must have a valid driver's license and a good driving record.
2. May be required to provide a personal vehicle for use on the job.

FLSA Status: Non-Exempt