

TOWN OF BANNER ELK

JOB DESCRIPTION

Job Title: Police Office Specialist / Accreditation Assistant Police Department

Salary Grade: 10

Supervisor: Chief of Police

General Description of Work

Provides administrative, technical, and clerical support for Police Department operations. Key duties include office coordination, records management, accreditation support, and policy administration. Additional responsibilities involve preparing reports and correspondence, maintaining records, coordinating training and travel, supporting accreditation compliance, and assisting with departmental programs.

This role requires sound judgment, discretion, and the ability to manage sensitive information. The position reports to the Chief of Police.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.

Essential Functions and Typical Tasks

(The following duties are intended to illustrate the general nature and level of work performed by employees in this position. The list is not intended to be exhaustive.)

Administrative and Office Operations

- Coordinates daily administrative and office operations for the Police Department and provides administrative support to Command Staff.
- Serves as the primary point of contact for departmental phone systems, providing information and routing calls appropriately.
- Greets and assists members of the public, employees, and representatives of other agencies; responds to inquiries and directs requests as appropriate.
- Manages departmental correspondence, including preparing, receiving, distributing, and maintaining official documents and forms.
- Schedules meetings and travel for department personnel.
- Prepares meeting agendas and records meeting minutes; maintains official records and documentation of meetings.
- Prepares memoranda, reports, letters, spreadsheets, and other documents as required.
- Assists with preparation of the department's annual budget and related administrative documentation.

Records Management

- Establishes and maintains organized filing systems, document control procedures, and record indexes.
- Maintains, processes, and releases police records in accordance with North Carolina public records laws and departmental policy.
- Inputs and maintains data within the department's computerized Records Management System (RMS).

- Generates statistical, operational, and administrative reports from departmental systems.
- Maintains and purges records in accordance with applicable records retention schedules.
- Compiles data and assists with the preparation of departmental reports, including annual reports and statistical summaries.

Accreditation and Policy Support

- Assists with coordination and maintenance of the department's law enforcement accreditation program.
- Maintains accreditation files and documentation to ensure compliance with applicable accreditation standards and departmental policies.
- Assists in reviewing and updating departmental policies and procedures to maintain compliance with state law, best practices, and accreditation standards.
- Tracks compliance deadlines and assists with the preparation of required documentation for accreditation assessments and inspections.
- Assists with preparation for accreditation reviews, mock assessments, and on-site evaluations.
- Provides administrative support for departmental policy management systems and training documentation.

Additional Responsibilities

- Operates standard office equipment, including computers, printers, copiers, scanners, and communication systems.
- Assists with radio communications coordination through the law enforcement radio base station when required.
- Participates in departmental committees, administrative initiatives, or special projects as assigned.
- Conducts research and assists with administrative projects for the Chief of Police.
- Performs other related duties as assigned.
- May include assisting with office duties at town hall, as needed.

Knowledge, Skills, and Abilities

- Knowledge of modern office administration practices and records management procedures.
- Knowledge of governmental administrative processes and law enforcement records systems.
- Ability to maintain strict confidentiality and handle sensitive information appropriately.
- Ability to read, interpret, and apply policies, procedures, and regulatory requirements.
- Strong organizational, time management, and recordkeeping skills.
- Strong written and verbal communication skills.
- Proficiency with computers and office software, including Microsoft Office applications.
- Ability to manage multiple tasks, prioritize work, and meet deadlines with minimal supervision.
- Ability to establish and maintain effective working relationships with employees, law enforcement personnel, and the public.

Minimum Qualifications

- High school diploma or GED equivalent.
- Valid Driver's License.
- General computer knowledge, experience with MS Office.

Desirable Qualifications

- Experience in administrative support, records management, or office coordination preferred.
- Experience in law enforcement administrative work or accreditation support is desirable.

Working Conditions

Work is primarily performed in an office setting within the Police Department. Hours of work are Monday through Friday, 8:00 a.m. to 4:30 p.m. Occasional work outside regular business hours may be required during major incidents, emergencies, or special events.