



**Classification:** Temporary Professional (Organizational Support Section ) RDD

**Title Code:** V09811

**Pay Range:** Hourly

**POSITION SUMMARY:** This is an entry-level technical position where the employee assists with work in the development, analysis, and evaluation of procedures, forms, records, communications, operations, and accreditation. The individual in this position will also edit, create and assist with organizational policy while coordinating with designated component stakeholders. Work is performed under general supervision from a designated supervisor; however, the employee will work independently within established guidelines.

**DESCRIPTION OF DUTIES PERFORMED** (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.):

Coordinates the review of all Patrol general and special orders; researches, writes, and revises all Patrol directives as needed.

Gathers and verifies organizational and procedural information to maintain and update departmental forms and procedures manuals.

Assists in analyzing the development and design of current and proposed departmental forms, records, and communications.

Assists with the departmental accreditation process and provides support to various accreditation functions as directed.

Reviews and files necessary directives, reports, and other documentation proving compliance with all CALEA standards; updates appropriate accreditation files.

Reviews and files needed directives, reports, and other documentation proving compliance with CALEA standards; updates the accreditation software database.

Reviews component special orders and Standard Operating Procedures (SOP) for proper format and compliance with laws, Patrol directives, etc.

Assists with conducting surveys, method studies, system improvement studies, and analysis of all phases of departmental programs.

Assists in the review and evaluation of the effectiveness of departmental systems/applications to ensure compliance with policies, procedures, and customer needs.

Creates and revises summary reports on directive changes and reference materials such as the Reporting Guide, and the Operations Manual Glossary, Index, and Table of Contents.

Performs other related work as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Introductory knowledge of federal and state laws and administrative rules and policies governing the administration of all phases of departmental programs.

Introductory knowledge of procedures and practices that achieve departmental objectives.

Introductory knowledge of current principles and practices of organization, administration, and management.

Introductory knowledge of business math computations, grammar, composition, and spelling.

Introductory knowledge of various software packages utilized for word processing, graphics, and electronic forms.

Introductory analytical and troubleshooting skills.

Introductory knowledge of electronic data processing equipment, methods, and operations.

Thorough knowledge of business English, spelling, and grammar.

Ability to create and interpret complex Excel spreadsheets.

Ability to interpret, explain, and apply statutes, regulations, and agency policies.

Ability to assist in the conduct of surveys, studies, and analyses.

Ability to prepare clear and concise procedural instructions.

Ability to prepare standard and ad hoc reports.

Ability to follow complex instructions and work within the pressure of regular deadlines.

Ability to work on several projects simultaneously.

Possess strong verbal and written communication skills.

Possess strong interpersonal skills.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to operate basic office equipment.

Ability to perform job-related travel. Ability to work hours as assigned.

**MINIMUM EXPERIENCE AND EDUCATION REQUIRED** (The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):

Possession of a high school diploma or equivalent and possess at least four years of technical or professional experience in public or business administration.

**FLSA STATUS:** Non-Exempt

**WORK SCHEDULE:** An employee in this position works a maximum eight-hour shift as directed by the division supervisor, making sure no more than 1,000 hours of work is completed in a time period of one year; however, working hours are subject to change at the discretion of the commanding authority.