



TITLE: SHERIFF'S SERVICE OFFICER I/II

FLSA: Non-Exempt

BOARD APPROVED:

BARGAINING UNIT: DSA

DEFINITION

Under direct or general supervision, provides information and assistance to the general public; performs a variety of administrative/clerical duties in support of Sheriff's Office operations and recordkeeping; performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from assigned supervisory or management personnel. No direct supervision of staff is exercised.

CLASS CHARACTERISTICS

Positions in this classification series are flexibly staffed. This is a multi-level professional classification series in which incumbents may be assigned to either of the two (2) levels, depending upon experience, proficiency gained, and the complexity of assigned functions. An incumbent at the Sheriff's Service Officer I level may be promoted to the Sheriff's Service Officer II level when work knowledge has been developed, sound work habits demonstrated, and requirements have been met.

Sheriff's Service Officer I: This is the entry-level class in the Sheriff's Service Officer series. Under close supervision, incumbents learn to perform specialized clerical and receptionist duties for the Sheriff's Office. This class is flexibly staffed with Sheriff's Service Officer II and incumbents may advance to the higher-level class after gaining the knowledge, skills, and experience that meet the qualifications and demonstrating the ability to perform the work of the higher-level class.

Sheriff's Service Officer II: This is the journey-level class of the Sheriff's Service Officer series. Under limited supervision, incumbents perform a variety of specialized and complex administrative and clerical duties.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Prepares, processes, maintains, files and/or transmits various records, reports, permits and official documents required for Sheriff's Department operations; checks documents for completeness and conformity to department policies and procedures.
- Establishes and maintains accurate and up-to-date department files, department statistics, financial data, and other records and reports.

- Receives and responds to general inquiries and requests for assistance and copies of records from other law enforcement agencies, attorneys, Court personnel and the general public.
- Receives, receipts and deposits various monies received by the department.
- Performs general administrative/clerical duties, which may include but are not limited to preparing reports and correspondence, processing mail, greeting office visitors and answering the telephone, copying and filing documents, entering data into the computer, scheduling appointments, processing payroll and accounts payable/receivable, processing purchase orders, managing personnel paperwork and other functions, etc.
- Assists in providing on-the-job training and/or limited direction to new hires, extra hires or part-time staff.
- Runs various errands for department personnel as requested.
- Performs various law enforcement duties not requiring POST certification, which may include but is not limited to fingerprinting; logging, storing, securing and transporting evidence and confiscated property; preparing various identification cards and paperwork; coordinating Court appearances; overseeing work of inmate workers; ordering and maintaining inventory of supplies necessary for area of work; assisting Court bailiffs during jury trial proceedings, etc.
- Performs general housekeeping duties as necessary.
- Performs other duties as may be assigned.

QUALIFICATIONS

Knowledge of:

- Bookkeeping principles and procedures
- Operation and use of personal computers and computer networking
- Applicable Federal, State, County, Department, and Division laws, regulations, policies and procedures
- Modern office practices, methods and computer equipment
- Record keeping principles and procedures
- Computer applications related to the work
- English usage, grammar, spelling, vocabulary, and punctuation
- Techniques for dealing effectively with and providing a high level of customer service to all individuals contacted in the course of work

Ability to:

- Perform difficult and responsible clerical work with speed and accuracy.
- Work effectively under pressure with frequent interruptions.
- Exercise good judgment in making decisions according to existing policies and laws.
- Use discretion and mature judgment in the handling of sensitive and confidential information.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Work independently and as a team member.
- Use English effectively to communicate in person, over the telephone and in writing.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.

- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Maintain significant flexibility in daily operations and decision making.
- Read and interpret various materials pertaining to the responsibilities of the job.
- Assemble and analyze information and prepare written reports and records in a clear and concise manner.
- Maintain high personal standards of ethics and integrity.
- Make sound, educated decisions.
- React calmly and professionally in emergency, emotional, and/or stressful situations.
- Establish and maintain effective working relationships with those contacted on the job, including those of different social, ethnic and economic backgrounds.

Education & Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of twelfth (12th) grade.

Sheriff's Service Officer I: Two (2) years of clerical experience is preferred.

Sheriff's Service Officer II: In addition to the above, one (1) year of responsible clerical experience involving legal terminology or record keeping functions equivalent to a Sheriff's Service Officer I with Tehama County.

- Other combinations of education and experience may be considered.

License & Special Requirements:

- Requires a valid California driver's license.
- Must be able to pass an extensive background investigation prior to employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and copier; strength stamina, and mobility to perform light to medium physical work including transporting mail, supplies, filing, operating a motor vehicle and visiting various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. Finger dexterity is needed to access, enter, and retrieve data manually as well as using a computer keyboard, typewriter keyboard, or calculator, to set up and file various data and records, and to operate standard office equipment. Positions in this classification occasionally bend, carry, stoop, squat, twist, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to constantly move about on foot and to lift, carry, reach, push, and pull materials and objects, up to 30 pounds, as necessary to perform job functions.

WORKING CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may be exposed to dust, scents, and fumes. Employees may interact with upset staff and/or public

and private representatives in interpreting and enforcing departmental policies and procedures.

**EQUAL OPPORTUNITY EMPLOYER / AMERICANS WITH DISABILITIES ACT
COMPLIANT / VETERANS' PREFERENCE POLICY / DRUG-FREE WORKPLACE**

(5/20/08)