

Position opens: March 6, 2018

Elko County Human Resources Employment Opportunity Announcement

POSITION: Support Services Assistant

SALARY: Step 1 - \$ 18.7181
Step 2 - \$ 19.2797
Step 3 - \$ 19.8581

APPLICATION DEADLINE: March 19, 2018

Elko County Sheriff's office is seeking qualified candidates for the position of Support Services Assistant. The ideal candidate is a self-starter, team oriented individual who works well with others and with minimal supervision. The position works closely with the public on a daily basis and customer service skills are imperative. Performs clerical, secretarial, accounting, technical and professional work for the daily business functions and operations of the Elko County Sheriff's administration office. Including, but not limited to, organizing of tasks, preparing and analyzing documents, dialogue with customers, data entry, searching of records, information retrieval, access to proprietary information and other duties as assigned. The successful candidate must be able to obtain NCIC and NCJIS certifications and pass a pre-employment background screening.

- 100% PERS Retirement
- Minimal Fee for Employee Health, Vision, Dental and Life Insurance

Obtain an application and full job description at www.elkocountynv.net.

Elko County Human Services
540 Court St, Suite 105 (Physical Address)
571 Idaho St. (Mailing Address)
Elko, NV 89801
(775) 738-4375 phone
(775) 738-5984 fax

Elko County is an Equal Opportunity Provider and Employer.

In compliance with applicable laws reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations.



SUPPORT SERVICES ASSISTANT

ELKO COUNTY SHERIFF'S OFFICE
775 West Silver Street
Elko, Nevada 89801
(775) 738.3421



Job Code: 19106

Created: _____

Last Revised: March 6, 2018

FLSA Status: Non-Exempt

DEFINITION:

This position receives immediate supervision from the Support Services Manager, performs clerical, secretarial, accounting, technical and professional work for the daily business functions and operations of the Elko County Sheriff's administration office. Including, but not limited to, organizing of tasks, preparing and analyzing documents, dialogue with customers, data entry, searching of records, information retrieval, access to proprietary information and other duties as assigned.

This position is directly responsible for performing the duties of accounting, civil processing, CCW processing, evidence, ex-felon registrations, extraditions, fingerprinting, law reports, receptionist, records management and distribution, statistical data reporting, sex-offender registration, TAC and ATAC duties, warrants and other duties as assigned.

One of these duties will be assigned as the primary function, with a possible secondary function for this position. The other duties listed will be assigned accordingly and subject to change as necessary determined by the Support Service Manager.

DISTINGUISHING CHARACTERISTICS:

This employee is responsible for clerical/secretarial support for the daily business functions consistent with Elko County Sheriff's Office and Elko County's policies directives. An employee in this position is recognized under the Labor agreement between Elko County and the Elko County Employees Association (General Unit).

ESSENTIAL FUNCTIONS:

Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the essential functions.

1. To perform the duties as required by utilizing and including planning, data entry and retrieval, filing, typing, scanning, copying, faxing, records management; i.e. retrieval, reading, extrapolating, filing, storage and organizing, handle inquiries on the telephone and in person, provide information, resolve complaints, interpret laws, regulations, policies, and procedures regarding the release of information to ensure that operations are in legal compliance.
2. Additionally, complying with all office, city, county, state and federal regulations.

3. Participate, assist and insure compliance with the short and long term goals and objectives of the department and formulate and develop recommendations and implement activities designed to accomplish operational goals.
4. Advise supervisor of project/work and situational status.
5. Accurately complete work assignments in a timely manner.
6. Perform duties and responsibilities in a safe and prudent manner that does not expose oneself or others to unnecessary harm or risk of on-the-job injury.
7. May testify in court regarding how civil or criminal records are processed, retained and/or other procedures are protected and processed.
8. Communicate tactfully, both orally and in writing, with co-workers, supervisors and the general public.
9. Other duties as assigned.
10. Interact professionally, communicate effectively, and exchange information accurately with all internal and external customers.

QUALIFICATIONS FOR EMPLOYMENT:

Knowledge of:

- Working knowledge of Windows and Windows Office Software;
- Working knowledge of basic bookkeeping skills;
- The Criminal Justice System and methods of processing information through the system;
- Requirements for maintaining confidential information in accordance with legal standards and/or office policies; and
- Communicating effectively with others in writing, in person and over the telephone.

Skill to:

- Establish, maintain, and foster effective working relationships with those contacted in the course of work.
- Resolve conflicts and respond appropriately to complaints;
- Operate a personal computer and other office equipment;
- Make sound decisions for the betterment of the department;
- Coordinate complex procedures for efficient and effective operations between law enforcement agencies;
- Understand, interpret, and apply laws and regulations.

Ability to:

- Learn law enforcement reporting formats and systems;
- Learn state requirements for civil process and dissemination of information;
- Effectively administer projects and operations consistent with sheriff's office, city, county, state or federal policies and goals;
- Communicate effectively, both orally and in writing;

- Maintain the confidentiality of records;
- Focus and have attention to details;
- Work with the public professionally, courteously, and efficiently;
- Work independently, scheduling and prioritizing tasks;
- Write correspondence, memoranda, narrative reports and other documents;
- Collect, interpret and evaluate narrative and statistical data pertaining to policies, goals and operational matters;
- Recognize work methods and procedures that promote a safe working environment for employees and others; and
- Operate a full range of modern office equipment including computers, word processors, typewriters, printers, copiers, scanners, calculators, mail and fax machines; use a variety of software packages, including criminal information programs.

Required Certifications and Licenses:

- Possession of a valid driver's license or alternate means of travel.
- Ability to obtain NCIC and NCJIS certification.

Experience and Training:

- To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge and abilities.

PHYSICAL AND MENTAL/INTELLECTUAL REQUIRMENTS:

The physical and mental/intellectual requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Work is performed in a busy office environment with contact with the public.

- Ability to utilize keyboard and terminal for prolonged periods; including experience with and ability to operate a computer using word processing, spreadsheets and databases.
- Ability to utilize a multi-line telephone for prolonged period; including experience with transferring calls, utilizing speaker phone and voice mail capabilities.
- Ability to bend, stoop, sit, and stand for long periods of time.
- Ability to handle files and single pieces of paper (frequently/occasionally); occasional lifting of files, stacks of paper or reports, references, and other materials.
- Ability to touch the hand of another human being (protective gloves provided).
- Some reaching for items above and below desk levels.
- Some reaching, bending, squatting, and stooping to access files and records is necessary.
- The ability to interact professionally, communicate effectively, and exchange information accurately with all internal and external customers.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations.

Applicants and incumbents are encouraged to discuss potential accommodations with the employer.

WORKING CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Generally clean work environment with limited exposure to conditions such as dust, fumes, odors, or noise; periodic contact with angry and upset individuals; frequent interruptions of planned work activities by telephone calls, office visitors, and response to unplanned events.