

Administrative Assistant



Position Description

Status

Full-Time, Nonexempt

Reports to

Deputy Central Dispatch Director

Compensation

A13

Supervises

N/A

Bargaining Unit

N/A

Position Category

Generalist

Summary

Provides administrative support to the Central Dispatch Team. Performs a variety of secretarial and administrative tasks, including project management.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position has direct supervisory responsibilities and serves as a coach and mentor for other positions in the department.

1. Assists in maintaining the landline Master Street Address Guide (MSAG) as well as wireless vendor's activities and service requirements; establishes and maintains administrative files and correspondence.
2. Takes minutes and attends meetings as directed by the Director and/or Assistant Director; on occasion meetings may fall outside of normal business hours.
3. Fulfills Freedom of Information Act (FOIA) requests.
4. Provides clerical support by preparing correspondence, spreadsheets, reports, and other documents for the department. Processes payroll, accounts payable, account receivable, and maintains and assists with audit procedures.
5. Coordinates repairs with vendors.
6. Pulls 911 audio for individual Dispatchers for quality assurance reviews.
7. Verifies which wireless vendors are covered by the county's 911 surcharge and ensures proper surcharge amounts are being remitted. Follows up with vendors that are not following the service requirements set by the Michigan State 911 Committee.
8. Maintains inventory of office supplies and forms, and reorders as necessary. Receives and inspects shipments of supplies and materials for completeness, and ensures invoice accuracy. Maintains mailing lists and performs related support tasks.
9. Supports projects by preparation of documents and follows-up on timelines, and deliverables.

Administrative Assistant 9/5/2019

Page 1 of 3

10. Processes information in accordance with surcharge and laws governing 911 funding.

Competencies

Competencies are listed below. Detailed descriptions of these competency levels is available in the Performance Expectations and Development Guide (pages 32-42) available on the internet. [Click here.](#)

Reference the Core Competency Expectation Level stated on page one of this job description. Variances from the Performance Expectations and Development Guide are listed below.

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Goal/Results Oriented
- Communication
- Leadership & Influence
- Decision Making & Judgement
- Analysis & Problem Solving

Supervisory Responsibility

This position has no direct supervisory responsibilities.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is frequently required to move about the office environment; operate a computer and other office machinery; and move or transport files or other items to meetings and other office spaces. This is largely a sedentary role; however, some filing is required. The ability to open filing cabinets and bend or stand on a stool as necessary is required.

Travel

Travel is required to access County buildings and employees, as well as meetings and training opportunities throughout the State. Occasionally may require travel outside the state.

Required Education and Experience

1. High school diploma or equivalent.
2. Two or more years of office management experience.

Preferred Education and Experience

1. Advanced coursework in data processing, word processing, secretarial or other related areas.
2. Office management experience in a public safety field including dealing with the public.

Other Duties

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signature

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____