



## **JOB DESCRIPTION POLICE OPERATIONS ASSISTANT**

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**JOB TITLE: Police Operations Assistant**

**DEPARTMENT: Police**

**ROLE & LEVEL: Part-Time, Non-Sworn**

**REPORTS TO: Lieutenant**

**FLSA STATUS: Non-exempt**

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### **WORK OBJECTIVE:**

Provides administrative support to the Operations Commander to include assisting with quartermaster and department fleet support duties. Ensures that established organizational and departmental guidelines, procedures, and regulations are followed to maintain efficient office operations. Work is performed under limited supervision with moderate latitude in the use of initiative. Position relies on experience and exercises independent judgment to determine the best approach by using and interpreting policies and procedures.

### **EXAMPLES OF ESSENTIAL FUNCTIONS:**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Authorize invoices to be paid; designates which budget each invoice belongs to; ensures that services are billed in an accurate and timely manner
- Receives and distributes uniforms and equipment to the appropriate officers; maintains record of items ordered so that they may be checked for accuracy against incoming invoices
- Reviews failure reports and assists in diagnosing vehicle and equipment failures; schedules repairs as needed
- Receives the public and answers questions; responds to inquiries from employees, citizens and others; refers to appropriate department/staff member as needed
- Answers phones, routes callers, and provides information as required; refers calls to appropriate department/staff members as needed
- Composes, types, and edits a variety of correspondence, reports, and other material ensuring accuracy
- Maintains files and records ensuring compliance with established policies and regulatory guidelines
- Enforces established policies, procedures, and regulations of the area of assignment; ensures all administrative work performed is properly recorded, filed, and processed according to department policy and procedure
- Demonstrates professional courtesy, tact and diplomacy in communications with internal and external customers



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- Monitors and reviews department social media platforms; creates new material for social media platform posts; replies to posts made to department social media accounts
- Assists with the completion of special projects as needed

### **Supervision:**

- None

### **MINIMUM QUALIFICATIONS:**

High school diploma or GED; supplemented by two or more years of progressively responsible administrative experience, police department experience preferred; or an equivalent combination of education, certification, training, and/or experience. May be required to have a valid Pennsylvania state driver's license. May be required to have or obtain additional formal industry certification(s) based on area of assignment.

**In addition to meeting the minimum qualifications listed above, an individual must be able to perform each of the established essential functions in order to perform this job successfully.**

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of clerical procedures and systems such as managing files and records and other office procedures and terminology
- Knowledge of principles and processes for providing outstanding customer service
- Skill in working independently and following through with assignments with minimal direction
- Ability to operate a computer using Microsoft Office products (Word, Outlook, and Excel) and applicable department/organization specific software
- Knowledge of commonly used social media platforms (Facebook, Instagram, and Snap Chat) and ability to engage the public effectively through those platforms
- Ability to handle confidential employment information with tact and discretion
- Ability to establish and maintain effective and collaborative working relationships with those contacted in the course of work
- Ability to provide service in a courteous, prompt, and efficient manner
- Ability to communicate effectively orally and in writing
- Ability to organize work for timely completion
- Ability to regularly attend work and arrive punctually for designated work schedule

### **PHYSICAL REQUIREMENTS:**

Depending on functional area of assignment, tasks involve the ability to exert light physical effort usually involving some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). May involve some climbing, balancing, stooping, kneeling, crouching,



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crawling, walking or standing. Tasks may involve extended periods of time at a keyboard or work station and extended periods of time standing and/or walking.

**ENVIRONMENTAL REQUIREMENTS:**

Tasks are regularly performed inside without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

**SENSORY REQUIREMENTS:**

Tasks require sound and visual perception and discrimination. Tasks require oral communications ability.

This job description does not constitute an employment agreement between Towamencin Township and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Towamencin Township is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act. Towamencin Township provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

**I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.**

\_\_\_\_\_  
Name (print)

\_\_\_\_\_  
Supervisor's Name (print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

\_\_\_\_\_  
Township Manager Signature

\_\_\_\_\_  
Date