



CITY OF BENTON

Office Assistant Job Description

Job Title: Office Assistant	Date: 12/11/2024
Department: Police Department	Reports to: Office Manager
Classification: Full-Time Non-Exempt	Pay Grade: \$32,500 - \$51,540
EEO Category: Admn. Support	

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and minimum qualifications of this job. The incumbent may be required to perform job-related responsibilities and tasks other than those stated in this job description. Nothing in this job description restricts management's right to assign or reassign job-related responsibilities and tasks to this job at any time. Certain functions are understood to be essential; these include, but are not limited to, attendance, getting along with others, working a full shift, and dealing with and working under stress. Any essential function of this job will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

JOB SUMMARY: The Office Assistant works under the general supervision of the Office Manager and is responsible for answering and directing all incoming telephone calls; for maintaining all files and records of incidents; and for receiving money for fines, warrants and reports for the Benton Police Department. This position is governed by State and Federal laws and department policy.

ESSENTIAL JOB FUNCTIONS:

1. Answers incoming telephone calls and transfers to the proper party as needed.
2. Maintains files and records of incidents made to the Department; inputs reports, traffic tickets and warrants; and keeps up with and prepares UCR reports.
3. Greets and assists the public with inquires of accidents, incidents, court dates, traffic tickets and warrants; answers phone calls and assists the public seeking the same information; and mails or faxes accident and incident reports to insurance companies, other agencies and the general public.
4. Receives money in person or by mail for fines, warrants and reports from the general public and records same in proper receipt books.
5. Enters daily reports and citations in the computer and matches information in reports for arrest information. Checks computer for an accurate listing of reports and refers those that are incomplete or missing to the Office Manager.
6. Receives and enters all warrants and removes warrants from the computer when served; mails letter of notification of warrants to out-of-town persons; and receives, enters and deletes all subpoenas for the Courts.

SECONDARY DUTIES AND RESPONSIBILITIES:

The Office Assistant has frequent contact with department personnel, courts, prosecuting attorney, businesses, insurance companies and the general public.

SUPERVISORY RESPONSIBILITIES: None

MINIMUM QUALIFICATIONS:

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

General Knowledge of office practices.

Knowledge of grammar, spelling, and punctuation.

Knowledge of record keeping systems.

Knowledge of basic arithmetic.

Knowledge of computers and computer programs.

Ability to communicate effectively orally and in writing.

Ability to answer the telephone, greet visitors, and provide information and assistance.

Ability to maintain filing systems and research files to verify data in various forms and documents.

Ability to operate standard office equipment.

ADDITIONAL REQUIREMENTS:

High School diploma or equivalent and at least three (3) years training in business office practices, or a related field.

Other education and/or experience may be substituted for all or part of these basic requirements upon approval of the Chief of Police.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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

PHYSICAL REQUIREMENTS:

The physical activities marked below are representative of those that will be required on a regular basis to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

	Yes	No
Lifting (lbs.)	30	
Carrying (lbs.)	30	
Stooping/Bending	X	
Kneeling/Squatting	X	
Walking	X	
Standing	X	
Sitting	X	
Climbing, Balancing (working with a ladder)		X
Use of hands to finger, handle, or feel	X	
Physical Coordination (simultaneous use of hands, arms, feet and legs)	X	
Eye-Hand Coordination	X	
Close Vision (Clear at 20 inches or less)	X	
Distant Visions (Clear at 20 feet or more)	X	
Color Vision	X	
Depth Perception	X	
Hearing	X	

Work Environment:

The environmental conditions marked below are common for this job.

	Yes	No
Outdoor weather conditions		X
Wet, Humid conditions (non-weather)		X
Work near moving mechanical parts		X
Work in high, precarious places		X
Fumes or dust		X
Toxic or caustic chemicals		X
Extreme Heat (non-weather over 90° F)		X
Low noise (e.g., business office)	X	
Moderate Noise (e.g., light motorized equipment such as lawn mowers)		X
Loud noise (e.g., jackhammer, heavy motorized equipment)		X

Safety Sensitive

This position is designated as a safety sensitive position because it requires the regular handling of highly sensitive and confidential City and customer information and/or operating a motor vehicle on a routine basis. Performing this job in a discreet and professional manner always requires alertness. Any lapse of attention could have a significant financial impact on the City and its customers, or on others while performing routine task, or while operating a motor vehicle.

Acknowledgement

Management reserves the right to change this job description at any time according to business needs. This document does not represent a contract of employment and is not meant to alter the at-will status of an employee's employment in any way. The City of Benton reserves the right to change this job description and/or assign tasks for the employee to perform, at any time, with or without notice, as it may deem appropriate.

Employee Name: _____

Employee Signature: _____

Date: _____