

CITY OF GRAND JUNCTION JOB ANALYSIS QUESTIONNAIRE

I. EMPLOYEE BACKGROUND: In this section you will provide information regarding your name, current job title, your immediate supervisor, etc. This will help us make sure we refer to the correct job throughout the study.

Is this a group questionnaire? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, please list all employee names.
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Division:

Department:

For Individual Questionnaires Only:

Employee Name:	Lewis	Heidi	L
	(Last)	(First)	(Middle Initial)

Current Classification Title: Administrative Assistant

Division	Police Department	Department	Comm Center
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Total Length of Time with organization Years 6 months

Total Length of Time in Current Position Years 6 months

Assigned Hours/Week:: from 0800 t o 1700 Assigned Days/Week 5

Email: heidil@gjcity.org Work Phone: 970-549-5405

Immediate Supervisor:

Immediate supervisor reports to:

Name:	Laura Etcheverry	Name:	Monica Million
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Title:	Administrative Supervisor	Title:	Operations Manager
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Work Phone	970-549-5404	Work Phone:	970549-5403
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E-mail:	laurae@gjcity.org	E-mail:	monicam@gjcity.org
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II. POSITION INFORMATION

1. POSITION SUMMARY: This section asks for a short paragraph, one to three sentences, regarding the purpose of your position and/or your primary responsibilities. This summary helps us to quickly understand the essence of your job. Usually it is better to write this after you have completed the remainder of the questionnaire. Briefly describe what you consider to be the major purpose or objective of the job. Simply stated, what are you attempting to accomplish in your position?

Example: Computer Support Technician

Summary: To operate, maintain and repair computer equipment and to provide technical assistance to users.

Administrative Assistant

Provide support to all Comm Center staff including seven Supervisors, one Operations Manager, one Project manager, the GJPD Audio/Visual technician and GJPD Radio technician. Duties performed include data entry of payroll, accounts payable and accounts receivable; data analysis and mapping; spreadsheet building and tracking; recording of meeting agendas, minutes and activities; audio recording requests; radio repair tracking and shipping; supply ordering and inventory tracking; and budget monitoring. Also, provide customer service to citizens enrolled in the emergency notification system and outside agencies using our facitlites.

2. SUPERVISION & ORGANIZATIONAL RELATIONSHIPS.

- a. The chart below asks for your specific supervisory responsibilities. If a duty statement applies to you, please check the box under the "Yes" column and then indicate the number of employees for which you are responsible to the right of the statement.

Yes	Duty	Number of Employees
<input checked="" type="checkbox"/>	I do not officially supervise other employees (sign performance reviews).	
<input type="checkbox"/>	I evaluate and sign performance reviews of other full-time employees.	
<input type="checkbox"/>	I evaluate and sign performance reviews of part-time, temporary or contract employees.	
<input type="checkbox"/>	I instruct other employees in methods or procedures needed to carry out their job (how to carry-out their assigned duties).	
<input type="checkbox"/>	I make work assignments for others.	
<input type="checkbox"/>	I make hiring and hiring pay recommendations.	
<input type="checkbox"/>	I make hiring and hiring pay decisions.	
<input type="checkbox"/>	I recommend termination for poor performance.	
<input type="checkbox"/>	I provide advice to peers that they must consider carefully before making a decision.	
<input type="checkbox"/>	I provide information to supervisors/management that they use in making a decision.	

- b. Complete the organization chart below. This chart will help us to understand your job in relation to others in your department. Please use titles and not names. Fill in the applicable position titles: (1) your coworkers, employees you work with and who also report directly to your supervisor; and, (2) your subordinates, any employees you supervise directly. List only those jobs over which you have full managerial/supervisory authority (i.e. complete and sign performance evaluation.) Do not list employees supervised by your subordinate supervisors.

YOUR COWORKERS' JOB TITLES

Dispatcher
Supervisor
Audio Visual Technician
Sr. Admin Assistant
Network System Analyst
Radio Analyst
Project Manager
Operations Manager

YOUR DIRECT REPORTS' JOB TITLES

Please indicate the nature of the group supervised and the number supervised

☐ Full Time ☐ Part-Time ☐ Seasonal/Temp ☐ Volunteer ☐ Contract

c. Describe with whom, or with what departments/organizations, you have regular contact.

1. Inside your organization (other City Departments):

Title of Person or Department	How Often	For What Purpose
Ex: Peers, Subordinates		
Dispatchers	Daily	Provide support for various operational needs
Operations Manager	Daily	Provide support for various operational needs
Disp Supervisor	Daily	Provide support for various operational needs
Audio/Visual Technician	Daily	Help with audio request backlog
Radio Analyst	Daily	Radio activity reporting; radio repair
Project Manager	Daily	Provide support for various operational needs

2. Outside your organization:

Title of Person or Organization	How Often	For What Purpose
Ex: Vendors, Gen. Public		
QDS	Monthly	radio equipment repair
Mesa County Citizens	Weekly	Everbridge - emergency notification system issues
Centurylink	Monthly	billing questions; issues
District Attorney's Office	As Needed	questions with their audio requests
Public Defender's Office	As Needed	questions with their audio requests
Area Defense Attorneys	As Needed	questions with their audio requests

3. ESSENTIAL DUTIES.

The list of essential duties helps us to understand those duties which are the primary reasons why your position exists. For clarification, please refer to the examples provided below.

Essential Duties: Those duties that make up at least 5% of your time. Please provide enough detail so that someone who may not be familiar with your job will have a clear understanding of what it is that you do. For example, do not simply state "prepares reports", but state "prepares reports such as status reports, staff reports", or other type of report(s) you may prepare. Also, please use action verbs such as prepares, calculates, operates, etc., to start off each statement. Do not use acronyms in your description. Examples are shown below. Use additional sheets if needed.

Decisions Required: List the decisions you make to carry out the essential duties.

Frequency: Indicate how often you perform each duty – D = daily, W = weekly, M = monthly, Q = quarterly, A = annually, or O = occasionally.

Percent of Time: Indicate how much of your time you spend on each task. The total of these percentages **should not be more than 100%**. Example: Sally conducts property value estimates 20% of the time, it may mean she spends one day out of five on that task, or that she spends around two hours each day. These need only be estimates so do not spend a great deal of time trying to come up with an exact percentage. The percentages of **all** duties should equal 100% over a one year period of time.

Attach additional sheets if necessary.

E X A M P L E (LIST ACTUAL ESSENTIAL DUTIES BELOW EXAMPLE)

Essential Duties	Decisions Required	Frequency	% of Time
EXAMPLES:			
<i>Prepares monthly newsletters by gathering information, writing copy, editing, preparing for publication and overseeing distribution.</i>	<i>Articles to include, editorial changes, graphics, layouts</i>	<i>M</i>	<i>25%</i>
<i>Performs inventory spot checks and monthly counts of supplies in warehouse.</i>	<i>When to check supplies</i>	<i>M</i>	<i>10%</i>

	List of Essential Duties	Decisions Required	Frequency: D = Daily W = Weekly M = Monthly Q = Quarterly A = Annually O = Occasionally	% of Time Spent (Not to exceed 100%)
1	Inputs employee timesheet data into New World & reconciles the timesheets to hours report	reconciliation of hours worked and information processed	Weekly	8
2	Creates invoice batches in New World; validates and submits for approval	what fund the expense is to come out of and if the material was received	Weekly	8
3	Prepare User Agency Incident report for users and distribute to the agency heads	which CAD reports to use and what time frame to report; who the report should be sent to	Monthly	14
4	Completes audio recording requests submitted from the DA's office, public defender's office and area defense attorney's	which call they are requesting; what radio traffic should be included on recording	Weekly	10
5	Collects, organizes and reallocates credit card receipts for 13 employees	what fund does the expense apply to	Monthly	8
6	Prints & distributes employee timesheets and distributes pay stubs		Weekly	4
7	Updates OT & CTE tracking spreadsheet		Weekly	3
8	Updates and distributes the PTO/Comp balance report to supervisors		Weekly	3
9	Tracks dispatcher console time on a 30 day rolling spreadsheet to capture how many hours each dispatcher spends at each console		Daily	2
10	Logs radios that are sent in for repair; ships radios to the vendor; checks the radio in when back from repair	determine which shipping vendor to use	Monthly	5
11	Generates push-to-talk activity report for supervisors	use dedicated PRNM software and terminal to pull data	Weekly	2
12	Reassigns radio users in State's radio database	use dedicated PRNM software to change data	Occasionally	1

13	Order & stock supplies; take recyclable goods downstairs for disposing	what supplies need replaced and are the funds available for purchase	Weekly	2
14	Prepares travel authorization forms to be sent to AP	when to submit for advances; what account to charge the expense to	Weekly	5
15	Records and prepares meeting minutes for Supervisor meeting	capture important decisions made and discussion for historical documentation	Monthly	8
16	Records and prepares meeting minutes for the GJRCC Comm Board and Emerg Tele Service Auth Board	capture important decisions made and discussion for historical documentation	Quarterly	5
17	Tracks policy manual changes on a spreadsheet to capture when the change was made, what policy was affected, and the change made	does the change affect the training manual	Monthly	2
18	Prepares the quarterly newsletter by reviewing articles submitted, editing, publishing and distributing	editing changes, layout and design	Quarterly	5
19	Prepares the Annual Report by gathering information to include, editing, printing schedule, and distributing	statistics to include, graphics and design	Annually	5

4. REQUIRED KNOWLEDGE AND SKILLS.

This section helps us to understand the types of knowledge and skill you would need to perform your job at the entry level. Those items you list are those required and not what you might necessarily know or are able to do after being in the position for a number of years.

Knowledge: refers to the possession of concepts and information gained through experience, training and/or education and can be measured through testing.

Skills: refers to the proficiency which can be demonstrated and are typically manual in nature and/or can be measured through testing.

The knowledge and skills that you list in the following section must refer to the Essential Duties you listed in Section 3.

Duty #	Knowledge – Skills
1	Knowledge of the New World operating system and the City's pay structure/policies. Data entry and accounting skills.
2	Knowledge of the New World operating system and the approval structure of the department. Data entry and accounting skills.
3	Knowledge of the Aegis CAD operating system & Microsoft Excel. Report writing, data analysis & mapping skills, spreadsheet building skills.
4	Knowledge of Aegis CAD operating system, NICE operating system and Roxio software. Listening, data sort & spreadsheet building skills.
5	Knowledge of Citibank Online reporting system. Organizational skills.
6, 7, 8	Knowledge of Microsoft Excel software, the City's pay schedule and New World reporting. Exporting data and data analysis & mapping skills.
9	Knowledge of Microsoft Excel software and Schedule Express software. Spreadsheet building

	skills.
10	Knowledge of tracking documents set up for repairs, shipping processes, and vendor information. Spreadsheet building skills.
11	Knowledge of the PRNM database and Crystal Report software. Exporting data and data analysis & mapping skills.
12	Knowledge of the PRNM database. Data processing skills
13	Knowledge of the inventory request process through New World and the process for disposing of recyclable material. Pulling, pushing, reaching, lifting skills
14	Knowledge of the Finance departments advance request process and the funds used for travel expenses. Organizational skills.
15	Knowledge of meeting subject matter. Listening, writing, & summarizing skills.
16	Knowledge of meeting subject matter. Listening, writing & summarizing skills.
17	Knowledge of the contents in the Comm Center's policy and procedure manual and Microsoft Excel. Data mapping and typing skills

III. EDUCATION, EXPERIENCE, AND EQUIPMENT

1. EDUCATION: What level of education do you have and what minimum level of education do you believe is needed to satisfactorily perform your job at entry level? Check the level that applies to your job:

You Have	You Need	
<input type="checkbox"/>	<input type="checkbox"/>	Less than High School Diploma or equivalent (G.E.D.) (ability to read, write, and follow directions)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	High School Diploma or equivalent (G.E.D.)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Up to one year of specialized or technical training beyond high school
<input type="checkbox"/>	<input type="checkbox"/>	Associate degree (A.S., A.A.) or two-year technical certificate
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Bachelor's degree
<input type="checkbox"/>	<input type="checkbox"/>	Other (explain):

2. EXPERIENCE: What kinds of experience do you have, and what minimum kinds of experience are needed to enter your job at entry level?

Type of Experience

<u>You Have</u>	<u>Your Time</u>	<u>You Need</u>	<u>Minimum Time Required</u>
Customer Service	17 years	Customer Service	2 years
Accounting	15 years	Accounting	2 years
Diverse computer applications	15 years	Diverse computer applications	2 years

a. What field (s) should training or degree be in?

Adobe software; Microsoft Office products; reporting software including online applications;
Financial accounting including accounts payable, accounts receivable and payroll.

3. SPECIAL REQUIREMENTS: List any registrations, certifications or licenses that are **required** for you to hold your position. Be specific and do not abbreviate words or use acronyms.

None

4. MACHINES, TOOLS AND EQUIPMENT. List any machines, tools or equipment used in your work and indicate the frequency and time spent using each. The machines, tools and equipment must refer to the Essential Duties you listed in Section 3.

Duty #	Machines, Tools, Equipment	Frequency/Time
1-19	Computer	8 hours/day
4	Headphones	Up to 4 hours/day
15-16	Livescribe pen & tablet	4 hours/meeting
1-19	Xerox Copier	Daily
1-19	Telephone	Daily
4,5,13	Fax Machine	Daily

5. DECISION-MAKING & JUDGMENTS.

a. Describe three types of important decisions and judgments you make regularly and independently in the performance of your duties.

1. Analyze incoming audio requests from attorney's and private sector; prioritize, follow up and log the information provided

2. Manage department budget accounts; decide the appropriate fund to charge expenses to

3. Decide what supplies are needed to replenish the inventory stock and when the supplies should be ordered.

IV: AMERICANS WITH DISABILITIES ACT REQUIREMENTS

1. PHYSICAL ACTIVITIES/REQUIREMENTS.

This section helps us understand the physical activities and requirements that are absolutely necessary for you to be able to do in order to perform your job. Please list the frequency and the importance of each of the physical requirements listed in this section. These physical activities/requirements will help in ensuring the City of Grand Junction remains in compliance with the Americans with Disabilities Act.

The City of Grand Junction is required to document any physical requirements in order to legally defend restrictions that are imposed. The definitions for the physical activities/requirements are taken directly from the guidelines established by the federal government. Your answers in this section will not affect how your job is classified.

Frequency

Importance

How frequently is the activity performed?

How important is the activity in accomplishing the job's purpose?

0 – Never

1 – Annually

2 – Quarterly (at least 3 per year)

3 – Monthly (at least 8 per year)

4 – Weekly (at least 3 per month)

5 – Daily (at least 3 per week)

0 – Not Important

1 – Somewhat Important

2 – Very Important

3 – Extremely Important

Physical Activity	Frequency	Importance	Duties
Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that required for ordinary locomotion.	2--Quarterly	0--Not Important	
Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. This factor is important if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.	0--Never	0--Not Important	
Stooping: Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.	3--Monthly	1--Somewhat Important	13
Kneeling: Bending legs at knee to come to a rest on knee or knees.	3--Monthly	1--Somewhat Important	13
Crouching: Bending the body downward and forward by bending leg and spine.	3--Monthly	1--Somewhat Important	13
Crawling: Moving about on hands and knees or hands and feet.	0--Never	0--Not Important	
Reaching: Extending hand(s) and arm(s) in any direction.	4--Weekly	1--Somewhat Important	13
Standing: Particularly for sustained periods of time.	3--Monthly	1--Somewhat Important	6,13
Walking: Moving about on foot to accomplish tasks, particularly for long distances.	5--Daily	3--Extremely Important	6,10,11,12,13
Pushing: Using upper extremities to press	4--Weekly	2--Very Important	13

against something with steady force in order to thrust forward, downward or outward.			
Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.	4--Weekly	2--Very Important	13
Fingering: Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling.	5--Daily	3--Extremely Important	1-19
Grasping: Applying pressure to an object with the fingers or palm.	5--Daily	3--Extremely Important	1-19
Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to be a considerable degree and requires the substantial use of the upper extremities and back muscles.	4--Weekly	2--Very Important	13
Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching the skin, particularly that of fingertips.	0--Never	0--Not Important	
Talking: Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.	5--Daily	3--Extremely Important	1-19
Hearing: Perceiving the nature of sounds with no less than a 4db loss @ 500 Hz, 1,000 Hz and 2,000 Hz with or without correction. Ability to receive detailed information through oral communication, and to make fine discriminations in sound, such as when making fine adjustments on machined parts.	5--Daily	3--Extremely Important	1-19
Seeing: The ability to perceive the nature of objects by the eye. Seeing is important for hazardous jobs where defective seeing would result in injury and also jobs where special and minute accuracy, inspecting and sorting exist. A high degree of visual efficiency, placing intense and continuous demands on the eyes by moving machinery and other objects are also considered important. Other important factors of seeing are acuity (near and far), depth perception (three dimensional vision), accommodation (adjustment of lens of eye to bring an object into sharp focus), field of vision (area that can be seen up and down or to the right or left while eyes are fixed on a given point) and color vision (ability to identify and distinguish colors).	5--Daily	3--Extremely Important	1-19
Repetitive Motions: Substantial repetitive movements (motions) of the wrists, hands, and/or fingers.	5--Daily	3--Extremely Important	1-19
Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.	5--Daily	3--Extremely Important	1-19
Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force	5--Daily	3--Extremely Important	1-19

constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.			
Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.	4--Weekly	3--Extremely Important	13
Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.	3--Monthly	2--Very Important	13
Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.	0--Never	Select	

2. WORKING CONDITIONS.

The working conditions section helps us to understand the physical environment you are subjected to while performing your job duties. This section does not apply to conditions like an old office building but only those factors that have to do with the job itself. In this section, please place an X by the condition that applies and one under the frequency that is most appropriate. The condition should be unique to your job and not generally applicable to all employees with the organization. **Please note, there is a choice for "Does Not Apply," if most of your work is in an office setting.**

☒ **Does Not Apply**

Condition	Less than 25% of the time	25-50% of the time	More than 50% of the time
Hazardous physical conditions (mechanical parts, electrical currents, vibration, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Atmospheric Conditions (fumes, odors, dusts, gases, poor ventilation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hazardous materials (chemicals, blood and other body fluids, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme temperatures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inadequate lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work space restricts movement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intense noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental (disruptive people, imminent danger, threatening environment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

V: EMPLOYEE, SUPERVISOR, AND DEPARTMENT HEAD SIGNATURES

ADDITIONAL COMMENTS

Are there any additional comments you would like to make to be sure you have described your job adequately? (Use additional sheets if necessary).

EMPLOYEE CERTIFICATION

I certify that the above statements and responses are accurate and complete to the best of my knowledge.

Signed: _____ Date: _____

TO BE COMPLETED BY THE IMMEDIATE SUPERVISOR AND DEPT. HEAD

This section is to be used by the Supervisor to note any additional comments, additional duties or disagreements with any section of the questionnaire. The Supervisor should not change anything written by the individual filling out the questionnaire nor should they address any performance issues. Please remember that this questionnaire is intended solely for the purpose of accurately describing the job in question. Supervisors, please review the entire JAQ for completeness and accuracy. If there are sections that are not complete or are incorrect, please fill in the blanks when you review the questionnaire with the incumbent. If you disagree with any information provided or believe some information is missing, indicate below the question number and your comments. **Please note the form should have all three signatures to ensure all have read the questionnaire.**

Question No.	Comments

Please check the appropriate statement:

- ☐ I agree with the incumbents' position questionnaire as written.
- ☐ The above modifications have been discussed with the incumbent, and the incumbent agrees with these modifications.
- ☐ The above modifications have been discussed with the incumbent, and the incumbent disagrees with these modifications.

I have noted the modifications made by my supervisor in the Comments Section above.

Employee Signature: _____ Date: _____

Supervisor
Signature: _____ Date: _____

Department Head
Signature: _____ Date: _____

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE. AFTER YOU OR YOUR GROUP HAS COMPLETED YOUR PORTION OF THE QUESTIONNAIRE, PLEASE SUBMIT THE QUESTIONNAIRE TO YOUR SUPERVISOR FOR REVIEW, SIGNATURE, AND COMMENT. YOUR SUPERVISOR WILL SUBMIT THE COMPLETED QUESTIONNAIRE TO YOUR DEPARTMENT HEAD.

Please check the appropriate statement:

☒ I agree with the incumbents' position questionnaire as written.

☐ The above modifications have been discussed with the incumbent, and the incumbent agrees with these modifications.

☐ The above modifications have been discussed with the incumbent, and the incumbent disagrees with these modifications.

I have noted the modifications made by my supervisor in the Comments Section above.

Employee Signature: Neidy Ruiz Date: 4-29-14
Supervisor Signature: James Schaefer Date: 4/28/14
Department Head Signature: John Camp Date: 5-2-14

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE. AFTER YOU OR YOUR GROUP HAS COMPLETED YOUR PORTION OF THE QUESTIONNAIRE, PLEASE SUBMIT THE QUESTIONNAIRE TO YOUR SUPERVISOR FOR REVIEW, SIGNATURE, AND COMMENT. YOUR SUPERVISOR WILL SUBMIT THE COMPLETED QUESTIONNAIRE TO YOUR DEPARTMENT HEAD.



POLICE

Memorandum of Authorization

TO: Mike Nordine, Deputy Chief, Services
CC: Paula Creasy, Project Manager
FROM: Monica Million, Operations Manager
DATE: March 19, 2014
SUBJECT: Position Audit Request

We are requesting a position audit to be completed for the Administrative Assistant position for the Communication Center. In October of 2013 after the retirement of the previous individual, many tasks and duties assigned to this role changed dramatically. Tasks and assignments which should have been completed by the individual in this role were absorbed by the Managers and Administrative Supervisor due to their complexity.

Duties of the Role and Changes

On a daily and weekly basis the Administrative Assistant, manages all of our accounts payable. The point that has changed with the newest employee is that now for instance, a problem with Century Link, she took the initiative, researched the issue without direction from myself or the Project Manager, called the organization and fixed the problem. Many times in the past, time was spent by management reviewing those payables in order to verify correct payment and then directing the employee to do steps X, Y and Z in order to correct the problem. In addition we would request auditing from other entities to find these types of issues.

A very complex administrative duty that this individual has taken on is the monthly reports. These reports are generated monthly and disseminated to the 23 agencies we serve. The data in these reports is the information we use to bill our user agencies with and therefore must be accurate. Each month now the Administrative Assistant, using the reporting tool in our Computer Aided Dispatch system, runs reports by agencies, uses formulas in Excel spreadsheets and the final product is a useable report that we then share with everyone to report on the level of work coming into the communication center. She is running reports on our 911 phone system reporting tool, Sentinel. She is also running reports on our radio system, called PRNM. This is a state sponsored system that holds data for multiple radio users throughout the state, not just our



POLICE

Memorandum of Authorization

organization. The application uses Crystal Report function and logic and is only installed on a terminal in the server room.

In January and February of this year, incident numbers have been increasing. In the past I would have conducted the data analysis to determine which calls were generating the increase. Now, without prompting from a Manager, the Admin Assistant is doing that analysis and is able to provide any of our agency executives with the pertinent data, before being asked we are ready to answer the question.

In the past 2 years, between myself and one of the supervisors we have compiled and completed our annual report. This year, our Admin Assistant who is very saavy in Microsoft Publisher produced the entire report, including reformatting and design. In addition because of her skills with this application, she is now our new newsletter publisher.

Another complex system this individual has taken on duties and responsibilities for is the Everbridge Notification System. She has become our point of contact with the general public. She helps people sign up, sign in, change contact information for citizens and for employees within the workgroup.

She has also been able to take some burden off of our Radio System Analyst and now maintains a log of radio issues sent in for repair, ships radios, checks in returned radio's out for repair and orders all dispatcher headset equipment.

Several reporting and tracking items she was able to take from the Administrative Supervisor include the tracking and reporting of all continuing education for our close to 50 employees, tracking and filing of all of our quality assurance call and dispatch reviews and an elaborate spreadsheet that is called our console tracking time. This information is used during monthly supervisor discussions.

These new tasks are all in addition to the traditional work done previously. These include items such as payroll, coding and finalizing of Travel Authorizations, credit card receipt management and approvals, audio recording request assistance, coding of invoices and entering of invoices into New World.

The skills and abilities of the former employee were such that any task such as those outlined above had to be managed by supervisors, managers and analysts. Now that we have an employee in place with those skills, we have been able to successfully pass those



Memorandum of Authorization

assignments back which we all took on, but have been able to mine and analyze more data, including fiscal and operational. For these reasons, this position should be upgraded to a Senior Administrative Assistant.

Supervisor Signature: K/A ☐ Approve ☐ Disapprove
Comments: _____

Commander/Manager/Administrator Signature: [Signature] ☒ Approve ☐ Disapprove
Comments: _____

Deputy Chief Signature: [Signature] ☒ Approve ☐ Disapprove
Comments: _____

Chief of Police Signature: [Signature] ☒ Approve ☐ Disapprove
Comments: _____