



## Support Services Analyst

### **EXAMPLES OF DUTIES:**

Provide administrative support to Sheriff's office and its divisions which may include but not limited to; Dispatch, Sheriff's communication center, and Animal Services.

Provide clerical and procedural support, organize and coordinate processes for the Sheriff's office vehicle fleet, maintain records, compile data reports, memorandums, correspondence and emails.

**Physical ability to:** Work in a busy office environment with the ability to sit for extended periods, stand, walk up to one-quarter mile on terrain that may not always be level, kneel, stoop, squat, twist, and lift and carry up to 20 pounds; assignment of field inspections and tours may require outdoor work, sometimes in adverse weather conditions. Perform administrative, accounting, service functions, and customer support. Research, trouble-shoot, and cooperate with outside vendors to ensure proper PSAP operation, 9-11 systems, and CLETS interfaces. Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, county staff, or other agencies on sensitive issues within area of responsibility. Coordinate and direct activities of the Sheriff's Communications Center, assist, train, and evaluate assigned staff. Specific duties include: public contact, typing, word processing, use of online computer systems, adherence to applicable rules, processes, policies, and regulations, provide direct support of the Sheriff's Office. Must possess basic computer knowledge; type at a speed sufficient to perform assigned duties; understand and carry out oral and written directions; spell correctly and use good English grammar; speak in a clear, understandable voice; meet standards of hearing acuity; speak and write effectively; organize work effectively; do a high volume of work amid interruptions with limited supervision; work cooperatively with co-workers, county officials, and outside agencies.

### **Education/Experience:**

High school diploma or equivalent and three years of increasingly responsible general clerical experience in an office setting; prior public safety experience preferred.

**Knowledge of:** Sheriff's Office policy and regulations; research and investigative techniques and procedures; well-developed computer skills such as internet research, email, word processing, geographic information systems, databases, and spreadsheets; advanced writing skills including punctuation, grammar, organization, and appropriate format. Knowledge of Sunridge Systems RIMS, Pemitium CCW Software, CLETS, CCPOR, and JEI preferred.

**Ability to:** Understand, explain, and interpret policies and regulations accurately, prepare well-written and well-organized reports, memoranda and correspondence; operate a computer and software including internet, email, word processing, spreadsheets, databases, take direction from multiple sources and complete tasks on a deadline; seek direction and prioritize tasks; assist in and manage meetings; collect and analyze data.

Special requirements: Clerical, fiscal, data storage, and digital evidence experience required. Must have knowledge of vehicle licensing, registration, and outfitting procedures for law enforcement vehicles. You may be required to drive a motor vehicle in the course of employment and must possess a valid operator's license issued by the State Department of Motor Vehicles. Must successfully complete a pre-employment background investigation. Your position may be required to serve as a Disaster Service Worker during a County emergency. Must be willing and available for night meetings, out-of-state travel, overnight travel, and training assignments. Must be available to work overtime as necessary, must be willing to work any shift assigned as needed.

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