



34009 ALVARADO-NILES ROAD
UNION CITY, CA 94587
(510) 471-3232

CONFIDENTIAL OPERATIONS ASSISTANT

DEFINITION

This role includes a variety of responsibilities and requires a high degree of sensitivity to confidential matters, classified materials, and sensitive data.

Under the direction of the Chief of Police, the confidential operations assistant coordinates and performs a variety of confidential and complex secretarial functions; provides executive-level administrative support to the Chief of Police, division commanders, and Professional Standards Unit; schedules and coordinates meetings; prepares correspondence, compiles data and information for sensitive and restricted reports and other documentation; corresponds and provides data to regulatory agencies, courts of law, and other representatives of legal agencies; prepares redacted and/or generalized trend-based reports for release to the public; updates and maintains departmental records and files; serves as a representative of the department and liaises with outside agencies; coordinates special projects; and performs other related duties as assigned.

EXAMPLES OF DUTIES

The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, but rather they are a representative summary of the essential duties and responsibilities:

- Prepares, proofreads, processes, and disseminates correspondence, memoranda, reports, proposals, forms, and/or other types of departmental documentation.
- Recognizes and maintains various types of confidential information, documents, and materials.
- Answers, screens, and directs incoming calls; documents and distributes telephone messages.
- Responds to caller inquiries; provides information regarding Police Department operations, policies, and programs; addresses and/or assists in resolving public complaints.
- Schedules, coordinates, and confirms meetings, appointments, and/or other functions; updates and maintains departmental calendars; prepares and/or organizes meeting materials and equipment.
- Performs a variety of records management functions; updates and maintains departmental records, filing systems, databases, and/or policy manuals.
- Conducts a variety of general accounting duties; reviews and processes invoices.
- Provides assistance in coordinating the Department's purchasing and inventory control functions.
- Communicates and coordinates with representatives of state and federal regulatory agencies, such as the Department of Justice, the Commission on Peace Officer Standards and Training, accrediting organizations, and grant auditors.
- Coordinates and conducts special projects as assigned.

QUALIFICATIONS

Education and Experience:

- Required: A high school diploma and a minimum of three years' experience as in an administrative or support capacity in a law enforcement agency.
- Preferred: An associate's degree from an accredited college or technical school, majoring in office management, human services, criminal justice, paralegal studies, or a field of study relatable to preparing for work in a secure, confidential office environment in a law enforcement agency, as described below.

Knowledge of:

- Police Department operations, policies, and procedures.
- Principles and practices of office administration.
- Records management principles and standards.
- Basic accounting and bookkeeping principles.
- General office equipment and standard computer software applications.

Required Skill in:

- Coordinating and conducting a variety of highly skilled administrative functions.
- Providing confidential administrative support to senior management personnel.
- Liaising with outside agencies and the public regarding various departmental matters.
- Preparing and maintaining correspondence, reports, and other documentation.
- Processing invoices, preparing payroll, and coordinating departmental grants.
- Establishing and maintaining cooperative working relationships with other staff, City departments, outside agencies, community organizations, and the general public.

Ability To:

- Work independently with little direction
- Prioritize assignments
- Concentrate to meet numerous deadlines and maintain quality of work while subject to interruption
- Establish and maintain effective working relationships with others

Physical Demands / Work Environment:

Essential duties require the mental and/or physical ability to:

- Work in a standard office environment and use standard office equipment and current software
- Safely drive to various locations throughout the City and County, under a variety of community settings and weather, to manage, direct, coordinate and/or participate in meetings or deliver/retrieve documents or evidence

- Make effective presentations to public audiences
- Conduct City business during day and evening hours, including occasional weekend and irregular hours
- Grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball
- Sit for prolonged periods of time
- View computer screens and detailed documents for prolonged periods of time and accurately interpret the data being viewed
- Stand, walk, reach, bend and safely lift and move equipment and materials weighing up to 35 pounds
- Converse by telephone, by email, in person, and before small and large groups, and be clearly understood
- Read and comprehend legal, technical and complex documents
- Interact with the public and all different levels of City staff in an effective and professional manner.

Essential functions must be performed with or without reasonable accommodation.

Personal Qualities and Abilities:

- Unyielding personal integrity
- Pleasant interpersonal skills
- Maturity and good judgment
- Neat and clean appearance
- Willingness to assume a wide range of responsibilities
- Willingness to learn new skills
- Willingness to continuously improve
- Good organizational skills
- Commitment to professional courtesy
- Belief in high standards
- Commitment to professional responsibility

Other Requirements:

Must possess a valid California Driver's License and have a satisfactory driving record.