

**POSITION DESCRIPTION  
FOR  
GRAND FORKS COUNTY, NORTH DAKOTA**

JOB TITLE: Office Support Assistant	JOB CODE: 2107
ORGANIZATIONAL UNIT: Sheriff's Department	FLSA STATUS:
REPORTS TO: Sheriff	
INCUMBENT: Mary Wilson, Linda Funkhouser, Mary Ferestad	DATE: March 2003
APPROVED BY:	DATE:

**PRIMARY PURPOSE:**

Perform dispatch duties, teletype operator, conduct background record checks and query, enter information into database, maintain records, and various office support duties for the Sheriff's Department

**ESSENTIAL DUTIES (Fundamental Job Duties):**

(The following is a listing of examples of responsibilities of this position and is not intended to be a complete listing.)

Act as two-way radio dispatcher receiving radio messages from and transmits radio messages to personnel in the field, monitor law enforcement and other related emergency two-way radio frequencies, and monitor location of personnel in the field and secures information as requested by field personnel.

Receive calls for services from citizens by telephone and dispatches personnel as required and refer to outside agency when appropriate; provide emergency medical dispatch and pre-arrival instructions to callers when necessary.

Monitor and coordinate information during disasters or severe weather and other information from North Dakota State Radio via the Law Enforcement Teletype System, field deputies, other law enforcement officers and spotters, dispatch deputies to locations of severe weather and disasters, and assist in the coordination of requests for assistance from other agencies as required.

Receive incoming telephone calls and forward to proper personnel; meet with the public and refer them to appropriate personnel; answer questions relating to Sheriff's Office services; assist the public in locating information and preparing forms; and make referrals to other agencies as appropriate.

Maintain call-up list for businesses, administrator on call, investigators on call, alarms, juvenile court, alarm systems, telephones, and intercoms; operate multi-line telephone system; answer citizens requests for information or directs to correct department or personnel; obtain and disseminate confidential driving, juvenile, and criminal history information; ensure proper record keeping, storage, and safeguarding of confidential information; provide guidance to authorized requestor on proper security of confidential information.

Process concealed weapon permits; perform background checks which include criminal history checks, NCIC III, state and local checks; log all inquiries; collect fees and issues receipts; maintain

required files and notifies appropriate authorities; make appointments for individual to be photographed and fingerprinted.

Process incoming court documents for service; prepare Sheriff's Day Sheets and check for wants, warrants, and cautions on all parties to be served; distribute documents for action to be taken by field deputies; prepare Sheriff's Affidavit of Service and Return to the court or party requesting service.

Process Protection and Restraining Orders for service including preparation of index file cards and copies of orders that are maintained in the 911 center; maintain files of index cards, maintain Protection or Restraining Order files, serve civil process papers in-house in the absence of a deputy; validate all Protection and Restraining Orders entered into the system each month insuring all entries into the system are accurate.

Perform other duties as assigned or apparent.

**MARGINAL FUCTIONS (Incidental Job Duties):**

Maintain various records, files, and logs. Operate fax sending and receiving documents. Collect fees and issues receipts. Perform other tasks such as shredding documents; collect and deliver documents at the courthouse; deliver funds and receipts to the treasurer's office. Arrange meetings for the Sheriff; make calls, appointments, reservations, cancellations and correspondence. Type or prepare memoranda and letters from verbal or written instructions.

Maintain location of personnel during office hours; transfer telephone calls; and take messages.

**EDUCATION AND EXPERIENCE REQUIRED**

High school diploma and some office support experience or equivalent, or any combination of equivalent education and experience. Completion of a two-year Associate degree in accounting or office administration preferred. Ability to obtain certification following hire.

**PHYSICAL DEMANDS**

Ordinary physical exertion, light physical effort such as sitting, standing or walking while performing work for sustained periods. Skill at adeptness, and speed in finger-hand-arm coordination such as operating communications and office equipment. Occasional light lifting, 10 to 25 pounds. Ability to operate at times within a closed environment and skill at multi tasking.

**DISAGREEABLE CONDITIONS**

Ideal working conditions; not normally exposed to unusual environmental work elements.

**HAZARDS**

Accidents improbable outside of minor injuries, such as abrasions, cuts, bruises; little exposure to health hazards. Has some variation in daily assignments or change in work pace and timeliness for end product.

\_\_\_\_\_  
Signature

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Grand Forks County is an Equal Opportunity Employer. In compliance with the Americans with

Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the employer.