



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: Support Specialist - Dispatch Recruitment	NEW: _____	REVISED: X
	(Please check one)	
REPORTS TO: Administrative Services Mgr.	FLSA: <u>Non-Exempt</u>	DATE: <u>02/2026</u>
DEPARTMENT: Joint Communications	JOB CODE: <u>603</u>	

SUMMARY:

With general supervision, updates and maintains job applications; schedules and coordinates testing, interviews, and other appointments throughout the selection process; and assists with applicant background investigations. Coordinates and/or assists with social media, recruiting events, public relations, and public education for Boone County Joint Communications (BCJC)

ESSENTIAL FUNCTIONS:

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

Receives, reviews, and processes employment applications and addendums for positions with the department; generates and transmits records inquiry requests (e.g., military records, tax transcripts, etc.) to the proper agencies/entities; obtains, generates, and/or conducts preliminary criminal history (background) reports on applicants.

Serves as a primary point of contact for applicants. Refers applicants to the appropriate personnel as needed and provides instruction to applicants regarding the selection process; contacts applicants about required documentation not accompanying application; obtains, verifies, and records test scores of applicants; schedules applicants for appointments throughout the selection process; administers hiring exam to applicants and records exam scores.

Maintains a schedule for each hiring phase (e.g., exams, oral boards/interviews, skills testing, etc.); tracks the progression of applicants throughout the selection process for each position; notifies applicants of their removal from the selection process; regularly communicates selection process updates to leadership; exercises proper discretion in the handling of confidential or protected information.

Assists in the development, selection, and acquisition of recruiting and selection materials; creates and/or prepares reports and other documentation as needed regarding the recruitment and selection process; receives/transmits email messages; prepares letters and other written correspondence;

receives, completes, and processes agency forms and documents as needed; answers phone calls; operates office equipment, etc.; receives, sorts, copies, and attaches incoming and/or outgoing mail to associated application packets; securely maintains records regarding selection processes and applicants.

Participates in department recruitment and community relations activities by attending, participating, coordinating, and/or registering BCJC and its representatives as directed.

Builds positive relationships with employees, gathers feedback, and identifies retention needs; works with leadership to promote morale and long-term employee engagement; plans and coordinates employee events and recognition activities; and supports initiatives such as employee appreciation week.

Plans and coordinates programs to promote physical, mental, and emotional well-being; and works with leadership and partners to encourage work-life balance, stress management, and a supportive workplace culture.

Develops, tracks, and presents recruitment and retention metrics; analyzes trends, prepares reports, and provides leadership with insights into hiring, turnover, and engagement.

Cross-trains on essential functions of other clerical positions in the department.

Assists with social media by posting, monitoring, and responding to questions on social media sites such as Facebook and Twitter.

Performs other duties as needed or assigned.

KNOWLEDGE AND SKILL:

1. Knowledge of English grammar, punctuation, and spelling, with the ability to communicate clearly and effectively in English, both orally and in writing, including report writing and business correspondence.
2. Knowledge of general office procedures and practices, including the use of standard office equipment such as copiers, fax machines, and multiline telephone systems.
3. Knowledge of public safety and criminal justice operations, including PSAP functions, law enforcement processes, job stressors, work environment, time demands, and the ability to accurately convey these realities to employees, leadership, applicants, and the public.
4. Knowledge of electronic filing, indexing, and record-keeping systems, with the ability to maintain confidentiality and handle sensitive information appropriately.
5. Ability to learn, interpret, and apply department, county, state, and federal policies, procedures, rules, statutes, guidelines, and specialized terminology related to assigned functions.
6. Ability to efficiently operate personal computers and software applications relevant to public safety and law enforcement operations, including Microsoft Windows and Office Suite, document creation and publishing tools, email platforms, and other computer-based applications.

7. Knowledge of social media platforms and best practices, with the ability to collaborate with leadership on approved messaging and communications.
8. Ability to respond professionally and effectively to inquiries from managers, employees, external agencies, and the general public, including individuals in stressful or highly emotional situations.
9. Ability to work independently and collaboratively as part of a team, accept direction, follow instructions, and carry out assigned duties.
10. Ability to manage multiple tasks, prioritize a high-volume workload, meet deadlines, and maintain a high level of accuracy and attention to detail.
11. Skill in basic mathematics sufficient to add, subtract, multiply, and divide whole numbers, fractions, and decimals.

PHYSICAL DEMANDS:

The majority of work is performed in a professional office setting and is generally sedentary. Must possess vision to read printed materials and a computer screen; as well as hearing and speech abilities to communicate in person and over the telephone.

Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils; FREQUENT keyboarding, side-to-side turning of neck, walking, standing, bending, and stooping, pushing/pulling, twisting at waist, squatting, kneeling, reaching above shoulder height; occasional moderate grasping to manipulate objects; moderate wrist torque to twist equipment knobs and dials; OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects; lifting objects weighing up to 50 lbs. and transporting over significant distances as needed.

Must be able to safely operate an automobile.

WORK ENVIRONMENT:

This job operates in a professional office environment. Professional and/or uniform attire required. This position routinely uses various forms of office equipment and indoor/outdoor display apparatus. This position is routinely in contact with the public, Boone County employees, elected officials and representatives of other agencies, businesses, etc.

This job operates in a variety of settings that include a professional office and outside locations. May be exposed to wet/humid conditions, inclement outdoor weather, extreme temperatures, and very loud noise levels. May be required to drive a County-owned vehicle to off-site locations and drive in inclement weather. May be required to work additional hours outside of a normal business day or during holidays or weekends.

MINIMUM QUALIFICATIONS:

High school diploma or GED and must be 18 years of age or older; at least two (2) years' relevant clerical experience; ability to type 35 wpm; must possess and maintain a valid Missouri driver's license; must be able to obtain MULES certification within six (6) months of hire. Applicant must pass a pre-employment drug screen.

Applicant must meet minimum qualifications set forth by the FBI and MSHP CJIS Security policy.

NOTE: A criminal background check including a national fingerprint check through law enforcement agencies and a drug test will be conducted on all successful applicants prior to their being appointed to this position.

PREFERRED QUALIFICATIONS:

Recruiting, human resources, public relations, and/or social media experience.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.