



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: <u>Services Specialist – Professional Development Unit</u>	NEW: _____	REVISED: <u>X</u>
	<small>(Please check one)</small>	
REPORTS TO: <u>Sergeant</u>	FLSA: <u>Non-Exempt</u>	DATE: <u>01/24</u>
DEPARTMENT: <u>Sheriff</u>		JOB CODE: <u>603</u>

SUMMARY:

Under general supervision of a Sergeant or designee, updates and maintains job applications for posted positions; communicates with other hiring personnel, Boone County Human Resources, and applicants; assists with information requests; schedules or coordinates the scheduling of testing, interviews, and other appointments throughout the selection process; and serves as administrative and clerical support for all steps of the selection process of the Boone County Sheriff’s Office.

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 requests (e.g., military records, tax transcripts, etc.) to the proper agencies/entities.
- Obtains preliminary criminal history reports for 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 for needed documentation not accompanying application.
- Obtains, verifies, and records typing test scores of applicants.
- Schedules applicants for appointments throughout the selection process.
- Assigns exams to applicants and records exam scores.
- Maintains schedule for each hiring process (e.g., exams, oral boards/interviews, computer voice stress analysis (CVSA) testing, medical appointments, etc.).
- Tracks the progression of applicants throughout the selection process for each position.
- Notifies applicants of their removal from the selection process.

- Regularly communicates updates with other personnel involved in the selection process.
- Exercises proper discretion in the handling of confidential or protected information.
- Assists in the development, selection, and acquisition of recruiting and selection materials.
- Attends and assists with applicant testing.
- Maintains recruiting files, application paperwork, and applicant databases.
- Creates and/or prepares reports and other documentation as needed regarding the selection process.
- Assists with coordinating day-to-day training logistics, such as organizing files, ordering supplies, assembling training materials, responding to inquiries regarding training sessions, etc.
- Assists with scheduling training and maintaining training calendar.
- Maintains training files, registration paperwork, and training management databases. Prepares reports based on those sources as requested.
- Performs a variety of office work; receives/transmits email messages; prepares letters and other written correspondence; receives, completes, and processes other forms and documents as needed; answers phone calls; operates office equipment; etc.
- Receives, sorts, copies as needed, and attaches incoming and/or outgoing mail to proper application packets.
- Securely maintains records regarding selection processes and applicants.
- Participates in department recruitment and community relations activities as directed.
- Assists with training of newly hired employees.
- Cross-trains on essential functions of other positions in the Services Branch.
- Performs all other duties as assigned.

KNOWLEDGE AND SKILL:

1. Knowledge of filing and electronic record keeping systems.
2. Ability to learn and apply department, county, state, and federal guidelines, policies, procedures, rules, and statutes to perform essential functions of position.
3. Ability to learn and apply documents and terminology affecting assigned functions.
4. Ability to efficiently operate personal computers and applications related to law enforcement processes and procedures, including records management software, jail management software, and Microsoft Windows and Office Suite.
5. Ability to effectively respond to questions from groups of managers, other county employees, other entities, and the general public.
6. Ability to meet deadlines; accept direction; carry out directives; and follow instructions.
7. Ability to work independently and as part of a team.
8. Ability to multi-task and successfully prioritize a large workload.
9. Ability to maintain a high level of accuracy and attention to detail.
10. Ability to become MULES certified within six (6) months of hire.
11. Skill in building and maintaining rapport and cooperation with individuals in stressful and highly emotional situations.
12. Skill in writing reports and business correspondence.

13. Skill in keyboarding and the use of standard office equipment.
14. Expert skill in maintaining confidentiality and handling confidential information.

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 position primarily operates in a professional office environment and requires appropriate appearance and attire. At times, the position will be required to work outside the office to assist with recruiting events such as job fairs or training events.

This position routinely uses office equipment such as but not limited to computers, calculators, multi-line telephones, photocopiers, printers, scanners, binding machines, recording devices, filing cabinets, and fax machines. This position is routinely in contact with the public, other Boone County employees, elected officials, and members of other entities.

Position requires the ability to work overtime when necessary, as well as, the ability to work different shifts, including holidays and weekends.

MINIMUM QUALIFICATIONS:

- High school diploma or GED.
- Must be 18 years of age or older.
- Must not have any felony convictions or convictions for crimes involving moral turpitude.
- Must not have other criminal convictions within the last two (2) years, excluding minor traffic violations.
- Vision acuity correctable to 20/40 in at least one eye; and possess vision to read a computer screen and printed materials.
- Must be able to interact with the public and possess hearing and speech abilities to communicate in person and over the telephone.
- Must possess a valid driver's license at time of application and a valid Missouri driver's license at time of appointment.

- Proficient knowledge of the English language, to include:
 - grammar, punctuation, and spelling;
 - oral and written communication;
 - reading comprehension.
- Applicant must pass a pre-employment drug screen.
- Applicant must meet minimum qualifications set forth by the FBI and MSHP CJIS Security policy.

PREFERRED QUALIFICATIONS:

At least two (2) years' relevant clerical experience or an equivalent combination of education and experience.

Please note this job description is not designed to cover or contain a comprehensive listing of functions, tasks, activities, duties, responsibilities, knowledge, and skills that are required and deemed necessary for all incumbents of this class. Specific functions, tasks, activities, duties, responsibilities, knowledge, and skills may change at any time with or without notice.