**Station Clerk I (Civilian -Shift Work)**

**Grade: 4**

The Station Clerk position consists of a three-tier promotional system, contingent on performance, education, training, and time on the job. (Station Clerk I, Station Clerk II, Station Clerk III)

**FLSA: Non-Exempt**

**Date: 4/23**

**Job Summary:** This essential position involves entry level work relative to reception of visitors, direct administrative and clerical support for the staff of the Office of the Sheriff, answers all incoming administrative lines; data entry and management for Maryland Electronic Telecommunication Enforcement Resource System(METERS)/National Crime Information Center(NCIC) system and Computer Aided Dispatch(CAD) computer system; interacts on daily basis with serval allied agencies; performs other duties as assigned. The employee is required to work a rotating schedule on an assigned shift. Assignments are performed according to established policies and procedures and applicable Federal Communications Commission (FCC) regulations**.** The employee receives general supervision from, and reports to, the Station Clerk Supervisor. Work is evaluated through observations, conferences, and reports.

**Essential Functions:**

1. Answers administrative phone lines utilizing in-depth questions, evaluates requests;
2. Greet and assist visitors, sign in those visiting other parts of the assigned district station, issue appropriate level of visitors’ badges, and monitor the log;
3. Assesses information and forwards to the Emergency Communications Center (ECC) as appropriate;
4. Enter court issued protective/peace/extreme risk/emergency evaluation orders into CAD and METERS/NCIC obtaining a tracking number for each, establish distribution, and enter relevant notes;
5. Types and copies correspondence; maintains office logs, records, files and databases including data entry; receives and delivers office correspondence, mail and packages;
6. Utilizes METERS/NCIC law enforcement network, process hit request, responses, locates, recovery teletypes and administrative messages;
7. Confirm wants and warrants on persons identified by officers as possible wanted subjects. Locate, retrieve, and pass along documents to officers for service; clear warrants from the Agency Computer Aided Dispatch (CAD) and METERS/NCIC;
8. Must be able to effectively communicate with the public, assigned officers from all divisions, other law enforcement agencies;
9. Obtains and maintains confiscations in: National Crime Information Center (NCIC), FEMA ICS 700, Mental Health First Aid
10. Maintains confidentiality on all matters;
11. Performs other duties as assigned.

**Required Knowledge, Skills, and Abilities:**

1. Ability to gain a working knowledge of the policies and procedures of the Office of the Sheriff, St. Mary’s County Government, and State and Federal Governments;
2. Ability to act as a representative of Office of the Sheriff to the public;
3. Ability to effectively communicate with staff and members of the public;
4. Apply knowledge, experience and reason to arrive at effective decisions during potentially critical situations and remaining calm under intense pressure while handling urgent situations;
5. Ability to multi-task and work effectively under stressful conditions;
6. Ability to organize and determine priorities of diverse assignments;
7. Ability to maintain a high level of accuracy while performing a multitude of assigned tasks simultaneously.
8. Ability to assimilate information from a variety of resources and analyze, evaluate and select, often with limited information, the best course of action;
9. Ability to operate relevant computer systems, including hardware and software, as well as multi line telephones and simple office machines;
10. Ability to understand and follow oral and written instructions;
11. Ability to work independently on tasks and maintain accurate records;
12. Ability to work shift work, weekends, and holidays;
13. Ability to obtain training and certification in N.C.I.C.;C.J.I.S. and HTE;
14. Ability to utilize a high level of discretion, good judgement, and confidentiality,
15. Ability to maintain a high degree of attentiveness, alertness, and responsiveness to duty;
16. Ability to maintain self-control in tense situations and work effectively under stress;
17. Ability to comprehend, understand, and adhere to at all times, Agency policies, procedures, rules, and regulations;
18. Ability to comprehend and retain old and new information, received both orally and in writing; and
19. Ability to take direction from Station Clerk Supervisor, Duty Officer, Captain of Patrol, and the Sheriff.

**Education and Experience:**

1. High school diploma or equivalent;
2. Three years or more of related experience;
3. Or equivalent customer service, education, and/or experience.

**Additional Information:**

1. Must be able to work shift work including weekends, holidays, and overtime;
2. Must pass drug screen and successfully pass extensive background investigation with favorable results;
3. This position is designated essential personnel during inclement weather;
4. Must be able to be certified with Criminal Justice Information System (CJIS) for access into state and federal computer networks (METERS/NCIC).
5. Must have a valid driver’s license and reliable transportation.

**Physical and Environmental Conditions:**

Work requires light physical effort in the handling of light materials in non-strenuous work positions up to 30 pounds and/or continual standing, sitting, bending, or walking. Must be able to work 12 hour rotating shift schedule including weekends and holidays. May be subject to recall to duty as needed or in case of an emergency.

Work environment involves high risks with exposure to potentially dangerous situations, which require a range of safety and other precautions, e.g., aggressive human behavior, or similar situations where conditions cannot be controlled.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

I certify that this is an accurate statement of the essential functions and responsibilities of this position.

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HR Representative Date

Your signature below indicates that you have received a copy of this position description.

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Employee’s Signature Date