

Job Bulletin

KITSAP COUNTY

invites applications for the position of:  
SUPPORT SERVICES SPECIALIST

SALARY: \$15.88 - \$21.28 Hourly  
\$33,030.40 - \$44,262.40 Annually

OPENING DATE: 02/19/13

CLOSING DATE: 03/04/13 11:59 PM

**GENERAL STATEMENT:**

Under the direction of the assigned supervisor, the incumbent performs a broad range of moderately complex clerical, financial and administrative support for the assigned division; evaluates and responds to difficult inquiries and problems within the scope of delegated authority in administrative matters; and demonstrates a high degree of confidentiality and accountability within an environment with a high degree of stress.

**Distinguishing Characteristics**

Support Services Specialist is the first level in a two level administrative support classification series utilized in the Office of the Kitsap County Sheriff. It is included in the Classified Service of the Kitsap County Civil Service program in accordance with the provisions of RCW Chapter 41.14. The Support Services Specialist classification is distinguished from the Support Services Specialist Lead classification by the lead responsibilities of the latter. Work is primarily performed independently after reaching the full performance level and the incumbent is then responsible for flow and accurate completion of assigned duties with general instruction on established guidelines and precedents. Work is reviewed periodically by the supervisory staff through interactive observation and work review for timeliness of completion, accuracy, adherence to established policies and procedures and service provided.

**QUALIFICATIONS FOR PERFORMANCE OF THE ESSENTIAL FUNCTIONS:**

**Required Education and Experience**

Two years of experience doing clerical support work involving receptionist duties including answering phones and daily operation of a computer and heavy public contact, and Experience using Microsoft Word, Excel, and Access in an office setting; or

Any equivalent combination of experience and education that provides the applicant with the desired knowledge, skills and ability required to perform the work;

Note: Completion of college level or specialized

vocational-technical coursework in bookkeeping, accounting or a related field from a college, university or school accredited by an agency recognized by the US Department of Education or equivalent may be substituted for up to one year of the required experience.

#### Preferred Education and Experience

Clerical experience within a judicial or law enforcement agency.

#### Required Licenses, Certificates, Examinations/Tests and Other Requirements

Please note: The incumbent is responsible for obtaining and maintaining all of the following required licenses, certifications and other requirements.

Prior to employment the successful candidate must:

Submit official transcripts from an accredited college or university or business school, if education is being used to meet the minimum qualifications.

Pass all job-related examinations/tests necessary to demonstrate required knowledge, skills and abilities, as determined by the hiring authority at time of job posting.

In accordance with RCW 41.14.100, applicants must be a citizen of the United States who can read and write the English language.

Pass multi-phased testing process including a credit and criminal background check through law enforcement agencies and a lie detection examination.

At time of appointment the successful candidate must:

Be able to fulfill all traveling requirements of this position and meet the qualifications and guidelines of the Fleet Risk Control Policies in the operation of a motor vehicle on County business.

Within one year of appointment, the successful candidate must:

Possess Washington State Access Certification

#### Required Knowledge, Skills and Abilities

Knowledge of:

Standard office functions, methods, procedures and operation of standard office equipment.

Record keeping, data entry and retrieval methods.

Business English and arithmetic

Legal requirements related to the work of the department or office assigned.

Use of software including Microsoft Office.

Acceptable telephone techniques.

Ability to:

Appear for scheduled work including shift work with regular and punctual attendance.

Schedule and prioritize workflow to complete multiple tasks and meet regular deadlines.

Maintain and uphold the upmost level of confidentiality where required.

Perform a variety of tasks requiring a high level of accuracy and attention to detail.

Learn and use the WASIC and NCIC software programs.

Test for and maintain job-related certifications, such as

ACCESS certification.  
Coordinate a variety of tasks.  
Take meeting minutes.  
Read, research, understand and interpret a variety of fiscal and legal documents.  
Interpret and apply laws, rules and regulations as they apply to the business function.  
Maintain a professional demeanor under heavy workload and stressful situations.  
Learn and operate the teletype and two way radio.  
Respond quickly, effectively and calmly in stressful and emergency situations.  
Type/keyboard efficiently and accurately at 40 WPM.  
Troubleshoot problems in assigned area of responsibility.  
Express ideas and convey information effectively both orally and in writing.  
Employ principles of good business correspondence.  
Research, prepare and maintain statistical and other records and reports.  
Adhere to Kitsap County Sheriff's Office policies, processes, guidelines, performance standards and expectations, including the Uniformed Crime Reporting guidelines.  
Establish and maintain effective working relationships with others using tact, courtesy and good judgment.  
Understand and execute oral and written instructions and procedures and apply available guidelines to varied operational requirements.  
Physically perform assigned duties.  
Work beyond normal working hours as required during peak workload periods.

#### Working Conditions/Physical Activities

(The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. Kitsap County provides reasonable accommodation to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in a high stress office environment. Requires clear speaking and adequate hearing sufficient to communicate effectively and respond appropriately both in-person and on the telephone. Potentially hazardous conditions may be present when exposed to violent or hostile individuals. Work requires reviewing graphic incident reports, viewing of photos, video or other recordings of graphic crime scenes, taking emergency calls including from crime victims or a crime in progress, and encounters with victims, witnesses, and offenders in the office who may be very agitated, dangerous or difficult to work with. The incumbent must have the ability to quickly assess information and remain calm in extremely stressful situations. Shift work is required. Positions in this class typically require: bending, stooping, reaching, handling/grasping documents, sitting and/or standing for extended periods of time, walking

short distance, vision sufficient to read source materials and computer screen data and repetitive motions for computer use. Requires exertion of force of up to 30 pounds occasionally and/or 10 pounds frequently to lift/carry/move objects, files, and other materials.

The Sheriff's Office is a critical 24/7 public safety agency which operates in all weather and emergency conditions. The incumbent may be required to respond regardless of external factors. Must be willing and able to work at any shift at any Sheriff's Office location within Kitsap County (Port Orchard, Kingston and Silverdale; including within a secure correctional facility).

#### ILLUSTRATIVE EXAMPLE OF DUTIES:

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

#### Essential Job Functions (Depending on Job Assignment):

Prioritize and organize work assignments effectively.

Recommend policies and procedures as related to area of assignment to ensure effective operations in compliance with legal and other requirements and department goals and objectives.

Assist the general public as a receptionist. Answer, call and process inquires and/or complaints and provide most current information, including applicable laws, regulations and ordinances pertaining to the business function. Receive and resolve operational problems.

Operate computer terminal/personal computer to enter and retrieve data.

Receive, review, prepare, type, organize, process, submit, route, distribute and file documents, which may include reports, civil paperwork, legal or court documents, correspondence, reports, grants, contracts, budget, agendas, and agenda summaries. Record and maintain the dissemination information as required and in accordance with applicable state and local laws and guidelines. Conduct NCIC validations.

Monitor base-station radio to receive and dispatch requests from and to Field Personnel. Monitor and respond to National Emergency System calls. Maintain contact with CENCOM dispatchers via direct line and computer-aided dispatch terminal to coordinate information.

Fingerprint citizens for licensing, employment, schools, adoption, identification, etc.

Maintain files ensuring that all documentation is filed appropriately and accessible. Files are maintained, archived and destroyed pursuant to Washington State retention schedule.

Receive payments for a variety of accounts and records the correct information. Quote service fees and receive payment for services. Balance the accounts.

Prepare and coordinate Deputy shift rotation schedules.  
Schedule and post for sign-up approved off-duty work for deputies. Fill open assignments by posting off-duty work or by paging deputies as needed. Coordinate payment of Deputies for off-duty work.

Schedule Sheriff's auctions.

Maintain rosters and registers such as the Patrol Division Personnel Roster or Deputy Activity Register. Screen the Register for information and type reports from the contents.

Assist with statistical analysis of Sheriff's Office activities including crime statistics sent to the FBI via Washington State (Washington Association of Sheriffs and Police Chiefs).

Assist in conducting equipment inventories.

Appear in court to testify, as summoned.

**Other Job Duties:**

Perform other related duties as assigned.

#### **OTHER POSITION RELATED INFORMATION:**

This position is:

Classified as eligible for overtime under the Fair Labor Standards Act (FLSA).

Represented by a guild and membership or service fee obligation within 30 days of employment is mandatory.

Must wear the office issued uniform for Support Services Guild Members.

#### **RECRUITMENT PROCESS:**

In order to qualify for a position on the Hiring Register, you are required to successfully pass the following requirements: Review of qualifications; clerical examination which includes data entry, customer service and other clerical examinations; and oral board interviews. An applicant must successfully pass each examination requirement before being able to proceed to the next process. Notification will be sent to all qualified applicants that will include the actual date, time and location for when they are scheduled to take the tests.

**WRITTEN EXAMINATION:** Please be prompt, as those arriving after the examination begins will not be allowed to participate. The minimum passing score for this examination is set at 70%. However, only 12 candidates with the highest passing score will be eligible to continue in the process. The written exams reflect 60% of the applicants overall score.

**ORAL BOARD INTERVIEWS:** The oral board interview score reflect 40% of the applicants overall score.

#### **BACKGROUND INVESTIGATION AND PERSONAL HISTORY QUESTIONNAIRE**

**WILL BE SENT TO THE TOP 12 CANDIDATES:** The form **MUST** be returned and notarized by the interview date and submitted to Kitsap County Personnel. If an applicant fails to return this questionnaire at the interviews, the applicant will not be eligible to be placed on the hiring register.

**HIRING REGISTER:** When an applicant on the hiring register is