



Job Description

TITLE: Office Assistant I - SO	JOB CODE: 4914
DEPARTMENT: Sheriff's Office	FLSA: Non-Exempt
PREPARED: January 7, 2021	FLSA CLASS: Clerical
UPDATED: March 29, 2022	WORK LOCATION: Aztec, NM
REMOTE WORK ELIGIBLE: NO	

Summary: Under general supervision, performs a variety of clerical office, receptionist, and office assistance duties to create, store, retrieve and archive files and records; updates computer database as directed, and assures the accuracy of the filing systems; answers phones and attends to walk-ins; provides information and assistance to customers. This office professional shall have good communication skills, flexible, organized, self-motivated, and customer service.

Reporting Relationship: The Receptionist reports to the Civilian Operations Supervisor.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Perform front desk duties of greeting visitors; provide information and assistance to visitors and others having business with the Sheriff's Office; assist customers with records requests, forms, and other documents; direct visitors to appropriate individual; assign and log visitor with badges; verify credentials, monitor visitors and receive visitor badges.
- Courteously answer phones, determine nature of calls, and direct telephone calls to appropriate individuals; take and deliver messages; open, distribute and route in-coming mail, packages, and other items.
- Provide a variety of clerical and related office assistance; prepare correspondence; distribute memoranda, letters, information packets and other communication; make and distribute copies.
- Create, updates, and tracks a variety of electronic and paper files; record, report, roster, log and related documents.
- Research files to obtain requested information, insert additional data, redact appropriate data, and check accuracy in accordance with IPRA.
- Respond to questions and inquiries from employees, the public and outside agencies; assist the public.
- Perform other related duties as assigned.

Required Knowledge and Skills:

- Knowledge of applicable rules and regulations.
- Knowledge of County and Sheriff's Office policies and procedures.
- Knowledge of the principles of files and records management.
- Skill in interacting with people of different social, economic, and ethnic backgrounds.
- Skill in assessing and prioritizing multiple tasks, projects and demands.

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- Skill in working within deadlines to complete projects and assignments.
- Skill in effectively communicating both orally and in writing.
- Skill in operating a personal computer and a variety of software applications.
- Skill in following verbal and written instructions.
- Skill in working independently or as a team member.
- Skill in establishing and maintaining effective working relations with co-workers and other County employees.

Education and Experience:

- High school diploma or general education degree (GED) and three (3) months related receptionist/clerical experience and/or training.
- Valid State of New Mexico Driver's license.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to bending, reaching, kneeling, and lifting such as retrieving files, records, and reports.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

Approvals:

Employee:

Date:

Supervisor

Date:

Department Head:

Date:
