



MASON COUNTY CIVIL SERVICE COMMISSION POSITION DESCRIPTION

Title: Support Specialist 1		Department: Sheriff's Office
Affiliation: IWA		Reports to: Division Chief
Salary Range: According to current Collective Bargaining Agreement		Supervises/Directs: None
Risk Class: 5306-07	Job Class: 3013	Exempt: ____ Non-Exempt: X

GENERAL DESCRIPTION

Provides a variety of specialized administrative support services in a law enforcement agency under general supervision. Provides assistance to the public, law enforcement, and court employees and performs various office support work in person, over the phone, and through written correspondence.

Work involves a variety of support services tasks providing timely, reliable, and accurate information; processing a variety of records, court documents, and other paperwork; entering, validating, and correcting information in various computer systems.

This class specification reflects the general concept and intent of the classification and should not be construed as a detailed statement of all the work requirements that may be inherent in a position.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all duties listed, nor do the examples include all tasks that may be performed in positions of this class.)

Responsible for independently accomplishing daily objectives of a specialized enforcement or compliance support function.

Recommends updates to forms and department policy.

Interacts with Mason County Sheriff's Office employees, correction officers, law enforcement agencies, court officials, prosecutor's office, and the public on issues in assigned duty areas.

Reviews and processes time sensitive legal documents from criminal justice, social services, professional organizations, citizens, and public disclosure requests to ensure accuracy, completeness, and legal compliance with federal and state laws and sheriff's office policy.

Initiates legal documents as needed. Clarifies, and/or provides guidance on Revised Codes of Washington, various types of court orders, subpoenas, affidavits and other legal documents to assist officer(s) in the field in determining proper legal course of action.

Answers inquiries and receives requests for service from citizens and staff by phone, mail, fax, and in person. Provides information and instructions or makes contacts and referrals to persons and organizations.

Processes permits and legal documents as needed, which may include various types of court orders, subpoenas, affidavits, warrants and other legal documents and may include cash handling.

Administrative support to the Sheriff, his Command Staff and/or other leadership as needed.

Regular, reliable and punctual attendance.

This position may at times experience highly stressful situations in the process of resolving problems under strict deadlines.

This position is expected to function with considerable independence and have latitude in exercising independent judgment within the framework of existing policies and procedures. Work is reviewed periodically for adequacy and accuracy of records, reports and functions.

DISTINGUISHING FEATURES

The Support Specialist 1 works with a variety of complex software and legal systems on a daily basis including multiple Mason County systems, jail systems, and state and federal reporting systems.

The Support Specialist 1 class is distinguished from the Support Specialist 2 & 3 classifications by their emphasis on learning and becoming proficient in the various tasks and functions of the position to which they are assigned. Support Specialist 1's will generally work under closer supervision with less independence until proficiency is acquired.

WORKING CONDITIONS

Work is generally performed indoors in an office environment, both in the Sheriff's Office and the corrections facility. Lifting may be required, usually not in excess of 50 pounds. May be required to deliver items and operate county vehicles. Duties may include interaction with individuals who may be hostile or angry.

QUALIFICATIONS

- Must be at least 21 years of age at time of appointment.
- Pursuant to RCW 41.14.100, must be a US citizen or a lawful permanent resident and be able to speak, read, and write the English language.
- Must possess a high school diploma or GED.
- Acceptable score on Civil Service skills examinations.

Knowledge of

- General office practices and procedures.
- Computers and other office equipment.
- Sheriff's Office related documents, procedures and terminology.
- Basic mathematical concepts.

Ability to

- Learn Sheriff's Office software to successfully perform the essential job functions of the position.
- Follow oral and written instructions.
- Handle sensitive information with a high degree of confidentiality,
- Deal with difficult and potentially volatile persons in a professional and calm manner,
- Establish and maintain effective working relationships with co-workers, supervisors, Public Officials and the public.
- Keyboard accurately and quickly.
- Communicate effectively both orally and in writing, with individuals and groups regarding complex or sensitive issues or regulations
- Set up and maintain a variety of files.
- Sit or stand for long periods of time.
- Multi task at a high level while performing the essential functions of the job.
- Work under pressure and meet deadlines.
- Operate standard office machines and equipment.
- Maintain the confidentiality of sensitive and confidential information.
- Physical ability to perform the essential functions of the job.

EDUCATION AND EXPERIENCE -- Any equivalent combination of education and experience, which provides the applicant with the knowledge, skills, and abilities, required to perform the job. A typical way to obtain the knowledge and abilities would be:

Required to have a high school diploma or G.E.D.

One year of office support experience, preferably in a law enforcement, court, or legal office.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS

Required to pass a background investigation, which includes a polygraph exam and behavioral assessments.

If you drive to and from work and/or for any work-related matter you must possess a valid Washington State Driver's License and vehicle insurance or request and approved reasonable accommodation.

REQUIRED TRAINING FOR THIS POSITION

Sexual Harassment & Discrimination – Annually

Smart Risk Management – Once

Slip, Trip and Fall – Annually

Safe Lifting Practices – Annually

FEMA IS-907: Active Shooter - Annually

REGULAR MONITORED DRIVER: Yes No

Additional job specific trainings may be issued at a later date.

Civil Service Commission Signature of Approval:

DocuSigned by:
Sue Ickes Sue Ickes Date: 5/19/2022
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DocuSigned by:
Mark Nault Mark Nault Date: 5/19/2022
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DocuSigned by:
Bill Kendrick Bill Kendrick Date: 5/19/2022
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Elected Official / Human Resources Signature of Approval:

DocuSigned by:
Meghan Andrews Meghan Andrews Date: 5/19/2022
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I have read and understand the above position description:

Employee Name: _____ Date: _____

Employee Signature: _____