



MASON COUNTY CIVIL SERVICE COMMISSION POSITION DESCRIPTION

Title: Support Specialist 2		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: 3011	Exempt: <input type="checkbox"/> Non Exempt: <input checked="" type="checkbox"/>

GENERAL DESCRIPTION

Provides a variety of duties associated with the management and maintenance of the central file system mandated by law and required for the proper operation and administration of a law enforcement agency for the Mason County Sheriff's Office.

Work involves a variety of support services tasks providing timely, reliable, and accurate information; processing disclosure requests, compiling statistical data reports for audits and other governmental agencies, and general support services tasks as assigned.

This classification 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.)

Prepares, processes, and audits records for the sheriff's office.

Prepares statistical data and audit reports for internal uses and external agencies. May undertake independent research projects as assigned and prepare various schedules and reports.

Oversee computer reporting within the Mason County Sheriff's Office.

Process public disclosure requests as mandated by Washington State Law.

Provides information and direction to the public in the business office, over the telephone and at the front counter.

Prepares, tracks, documents files for public record litigation hold notices and retains records according to the Secretary of State record retention schedule and standards.

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

Regular, reliable and punctual attendance.

Provide required Public Disclosure and Criminal History Record Training to Sheriff's Office Employees as needed to maintain compliance and to address deficits.

Work is performed independently, but may be reviewed for thoroughness, accuracy, and conformance to established policies and procedures. Incumbents must possess ability to use sound, independent judgment within the framework of existing public disclosure laws and policies and procedures.

DISTINGUISHING FEATURES

The Support Specialist 2 works with a variety of complex software and programs on a daily basis.

The incumbent has demonstrated proficiencies in the duties of Support Specialist 1.

This class is distinguished from the Support Specialist 1 due to the required public disclosure and criminal history duties. This position requires a higher level of accountability, stress and deadlines inherent to the position and required proficiency in ability to use independent judgement under general supervision. In addition to be relied upon to provide training as directed to maintain compliance and expected standards.

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.

Knowledge of

- Contemporary office practices and procedures.
- Computers and other office equipment.
- Sheriff's Office related documents, procedures and terminology.
- Business mathematical concepts, grammar, and spelling.
- Public Record Disclosure Laws

Ability to

- Learn Sheriff's Office software to successfully perform the essential job functions of the position.
- Ability to apply Public Record Disclosure Laws to public records requests.
- Ability to organize and preserve essential records.
- Follow oral and written instructions.
- Prioritize effectively to meet strict deadlines.
- 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.

A minimum of two years as Support Specialist 1, or its equivalent, PLUS the initiative and ability to show proficiency in:

- a) Perform the duties as a Support Specialist 1,
- b) Ability to operate departmental software efficiently and accurately, and
- c) Ability to review documents and videos which may have graphic language, photos and events.

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

Public Records Training and ongoing annual training requirements for public record officers – Annually

Record Retention Training - Annually

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___X___No

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

Civil Service Commission Signature of Approval:

DocuSigned by:
Sue Ickes Sue Ickes
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Date: _____

DocuSigned by:
Mark Nault Mark Nault
45396210FC4641B...

Date: _____

DocuSigned by:
Bill Kendrick Bill Kendrick
A5DC4EB2357A47B...

Date: _____

Elected Official / Human Resources Signature of Approval:

DocuSigned by:
Meghan Andrews Meghan Andrews
34BAEC6C753F45D...

Date: _____

I have read and understand the above position description:

Employee Name: _____

Date: _____

Employee Signature: _____