

ADMINISTRATIVE SPECIALIST/PUBLIC INFORMATION OFFICER

DEFINITION: Under general direction, to provide a variety of complex, confidential and difficult office and administrative clerical support assignments to the Sheriff Personnel/Administrative and Emergency Services Divisions; serves as Assistant to the Coroner; and acts as the Public Information Officer for the Sheriff's Department.

DISTINGUISHING CHARACTERISTICS: This is a single-position class responsible for the day-to-day office support to the Personnel/Administrative and Emergency Services Division. Another primary emphasis of the position (over fifty percent) serves as: Assistant to the Sheriff-Coroner; Public Information Officer for the department; and actively involves in emergency services activities. During an emergency, this position is required to work after hours and be on-call.

REPORTS TO: Sheriff

CLASSIFICATIONS DIRECTLY SUPERVISED: None

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES: *(Essential functions, as defined under the American with Disabilities Act (ADA), may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and not a comprehensive listing of all functions and tasks performed by positions in this class.)* Duties may include but are not limited to the following:

Plans, organizes, and coordinates office support functions to the Personnel/Administrative, Sheriff-Coroner, and Emergency Services Divisions; writes correspondence; organizes and maintains files; organizes and keeps records of all staff and squad meetings; calendars appointments and activities; assists in the recruitment, testing and orientation of new staff; performs confidential support work; issues, renews and tracks explosive permits, tracks concealed weapons permits; formats, revises, and maintains department website; collects material from staff for changing website; trains and directs staff on use of website when needed; maintains, revises and updates department software; conducts department software training as needed; maintains and sends monthly vehicle reports to the State; writes monthly department newsletter; makes presentations as necessary; tracks and orders office supplies; and performs other duties as assigned.

As Public Information Officer (PIO) the position independently serves as "point person" and represents the Sheriff and the department with the media; acts as a liaison between the Sheriff and the media of disaster facts as they become available; writes press releases and disperses to the media; accepts telephone calls from the media (locally and nationally) regarding any disaster, crisis, accident, death or other miscellaneous events and answers questions appropriately and professionally; answers questions from the public at large on behalf of the department; coordinates public safety and disaster information to distribute during emergency situations; chairs a committee of approximately 25 PIO Core Team members from Inyo and Mono Counties; lead PIO Core Team meetings and takes part in practice drills; keeps current in crisis communication by attending training.

As Assistant to the Coroner the position coordinates and maintains the death statistics reports for the County and State; maintains coroner's files; keeps lists of coroner's cases; initiates contact with insurance companies, attorneys and families of deceased individuals; coordinates and completes any requests from the families of deceased individuals; may make community referrals to families of the deceased as needed.

TYPICAL PHYSICAL REQUIREMENTS: Sits for extended periods; frequently stands and walks; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS: Work is performed in an office; occasionally works outside during an emergency situation; and has frequent contact with staff, the media and the public.

MINIMUM QUALIFICATIONS:

Knowledge of:

Public Information Officer procedures;
Proper English usage, spelling, grammar, and punctuation;
Media communication;
Media writing, such as press releases, newsletter articles, etc.;
Current office methods, practices and procedures;
Records organization and record keeping techniques;
Computer software and basic software training methods;
Website development and maintenance;
Community resources for families of the deceased;
Chain of command and basic policies and procedures in a law enforcement setting.

Ability and willingness to:

Plan, organize, monitor, and coordinate a variety of administrative clerical support functions in the Sheriff's department.
Write clear and concise media communication;
Represent the Sheriff's department as the Public Information Officer and as a liaison between the Sheriff and the public;
Verbally discuss sensitive crisis matters with the public and media;
Prepare, clear, concise and accurate records and reports
Gather, organize, and present a variety of data and information; Update department website and train others on software;
Communicate with others from diverse socio-economic and cultural backgrounds.
Tactful when dealing with families of deceased individuals;
Develop community referral resources for families of the deceased or County residents during the times of disasters or emergencies;
Effectively represent the Sheriff's department in contacts with the media, the public, community organizations, and other government agencies;
Work independently, prioritize duties and multi-task;
Establish and maintain cooperative working relationships;
Maintain confidentiality.

Training and Experience: Any combination of training and experience, which would provide the required knowledge and abilities, is qualifying. A typical way to obtain the required knowledge and abilities might be:

Three (3) years of experience working in an office setting performing administrative support duties that may include: file and report organization; writing and developing correspondence, media press releases, newsletter articles, or related items; handling confidential and sensitive information; dealing with emotional people in a crisis, disaster, or death situation.

A four year degree in communication, social or behavioral science, criminology, public administration, or administration of justice is highly desirable but not required. Related courses or training in areas such as crisis communication, disaster preparedness and emergency response are qualifying.

Special requirements:

Possess of a driver's license valid in California

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