

911 ADMINISTRATIVE ASSISTANT

JOHNSON COUNTY PUBLIC SAFETY COMMUNICATION

JOB DESCRIPTION:

WORK SCHEDULE:

Work schedule will vary and cannot exceed 29 per week

COMPENSATION:

\$16.00 Hourly

DEFINITION:

The Administrative Assistant – is responsible for, collecting data for quality review by the Quality Assurance / Training Coordinator, maintaining training and quality assurance records, retrieving audio files for release, preparing training materials.

SUPERVISION RECEIVED:

This position reports directly to the Quality Assurance / Training Coordinator.

SUPERVISION EXERCISED:

This position does not exercise supervision over any other personnel.

ESSENTIAL DUTIES OF THE POSITION:

- Respond to all audio release requests
- Establish, maintain and foster positive harmonious working relationships with those contacted in the course of work.
- Prepare call information and audio for review by the Quality Assurance / Training Coordinator
- Recording all results for the completed quality assurance
- Assists the Quality Assurance / Training Coordinator in maintaining administrative records, schedules, audio and telephone recordings.
- Responsible for the preparation of curriculum materials that are used to train new and current employees.
- Assists the Quality Assurance / Training Coordinator in arranging classes to be held at the Center.
- Maintains all necessary certifications.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of operation of computerized public safety information systems and audio recording systems. Knowledge of all Microsoft Office programs such as Excel, Word and PowerPoint. Knowledge of Google Docs

ELIGIBILITY REQUIREMENTS:

- High school diploma or equivalent.
- Ability to acquire/maintain required certifications.

Must be able to obtain and maintain IDACS certification within 2 months of hire date.

Must pass a background check, and driving record check

Must possess and maintain a valid driver's license.