



WASHINGTON COUNTY, ARKANSAS

County Courthouse

MEETING OF THE
WASHINGTON COUNTY QUORUM COURT
PERSONNEL COMMITTEE

November 8, 2018

5:30 P.M.

Washington County Quorum Court Room

Harvey Bowman
Robert Dennis
Colleen Briney

Chair Lisa Ecke

Sue Madison
Vice Chair Butch Pond
Bill Ussery

A G E N D A

1. Call to Order
2. Prayer and Pledge
3. Adoption of Agenda
4. Circuit Court III – Judge Zimmerman (4.1 – 4.2)
 - Diversion Coordinator – Juvenile Intake Diversion Coordinator (4.3)
 - Juvenile Officer – Juvenile Probation Officer (4.4)
 - Juvenile Officer/Specialized Police Officer – Lead Juvenile Officer (4.5)
5. Sheriff's Office – Sheriff Helder (5.1 – 5.3)
 - Executive Assistant/Admin – Fiscal and Administrative Manager (5.4)
 - Civil Process Bookkeeper – Civil Process Bookkeeper Supervisor (5.5)
 - Evidence Coordinator – Evidence Manager (5.6)
 - Property Assistant – Property Manager (5.7)
 - Records Clerk/Secretary – Warrants/Records Clerk (5.8)
 - Animal Control Officer-Civilian - Civilian Animal Control Officer (5.9)
 - Dispatch Manager – 911 Communications Director (5.10)
 - Lead Dispatcher – 911 Communications Specialist Supervisor (5.11)
 - Dispatcher – 911 Communications Specialist (5.12)
 - Secretary/Receptionist – Warrants/Records Clerk (5.13)
 - Sergeant/Training Officer – Sergeant (5.14)
6. Other Business: Any other business to be discussed by the Committee will be brought up at this time
7. Public Comments
8. Adjournment



STACEY A. ZIMMERMAN
CIRCUIT JUDGE

STATE OF ARKANSAS
CIRCUIT COURT
FOURTH JUDICIAL CIRCUIT
JUVENILE DIVISION
WASHINGTON & MADISON COUNTIES
885 CLYDESDALE DR.
FAYETTEVILLE, AR 72701
Tel. (479) 444-1739
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October 30, 2018

DELIA FOSTER
Trial Court Administrator
dfoster@co.washington.ar.us

RICHARD FOUNT
Official Court Reporter
rfount@co.washington.ar.us

Re: Request to approve the changes for two current positions

Dear Members of the JESAP Committee:

Two of our positions have been submitted to be rerated, and with a title change. Those two positions are Juvenile Intake Diversion Coordinator and Lead Juvenile Officer/Specialized Police Officer.

I am requesting that the changes in the positions take effect for the 2019 budget year. The funds should be budget neutral as we had one supervisor resign this year and that left some extra money in the budget for salaries. The reasons for the title changes and re-grading are as follows:

1. The Diversion Coordinator is now doing case work as an intake officer in addition to his duties as a Diversion Program Coordinator;
2. The Juvenile Officer/Specialized Police officer will be supervising the Evening Reporting Center staff, which consists of two Juvenile Officers/Specialized Police Officer and one counselor. This position will require the Juvenile Officer to continue his duties as a Juvenile Officer/Specialized Police Officer in addition to the duties of a Lead Officer;
3. Both Officers holding these positions are bi-lingual in English and Spanish. Having a bi-lingual Intake Officer and a Bi-lingual Lead Officer at the Evening Reporting Center is crucial to the efficient operation of juvenile court and to better serve our citizens.

I am formally requesting that both positions be rerated to reflect the qualifications and comprehensive experience needed for both positions.

Respectfully Yours,



Stacey Zimmerman

Circuit Judge

ORDINANCE NO. 2018-_____

BE IT ORDAINED BY THE QUORUM COURT OF THE COUNTY OF WASHINGTON, STATE OF ARKANSAS, AN ORDINANCE TO BE ENTITLED:

AN ORDINANCE CHANGING THE TITLES OF DIVERSION COORDINATOR TO JUVENILE INTAKE DIVERSION COORDINATOR, JUVENILE OFFICER TO JUVENILE PROBATION OFFICER, AND JUVENILE OFFICER/SPECIALIZED POLICE OFFICER TO LEAD JUVENILE OFFICER FOR THE CIRCUIT COURT III BUDGET FOR 2019.

WHEREAS, the Washington County Circuit Court III desires to change the titles of three full-time positions.

NOW, THEREFORE, BE IT ORDAINED BY THE QUORUM COURT OF WASHINGTON COUNTY, ARKANSAS:

ARTICLE 1. The title of the personnel position of Diversion Coordinator, Grade 15 (Position 0403022) in the Circuit Court III Budget of the General Fund (10000403) is hereby changed to Juvenile Intake Diversion Coordinator, Grade 17 (Position 0403022) for 2019.

ARTICLE 2. The title of the personnel position of Juvenile Officer, Grade 15 (Positions 0403005, 0403006, 0403007, 0403010 and 0403014) in the Circuit Court III Budget of the General Fund (10000403) is hereby changed to Juvenile Probation Officer, Grade 15 (Positions 0403005, 0403006, 0403007, 0403010 and 0403014) for 2019.

ARTICLE 3. The title of the personnel position of Juvenile Officer/Specialized Police Officer, Grade 16 (Position 0403009) in the Circuit Court III Budget of the General Fund (10000403) is hereby changed to Lead Juvenile Officer, Grade 19 (Position 0403009) for 2019:

JOSEPH K. WOOD, County Judge

Date

BECKY LEWALLEN, County Clerk

Sponsor: _____ Lisa Ecke

Date of Passage: _____ November 15, 2018

Votes For: _____ Votes Against: _____

Abstention: _____ Absent: _____

Washington County Juvenile Intake Diversion Coordinator Job Description

Job Code:	17
Exempt:	No
Department:	Juvenile Court
Reports To:	Circuit Court Judge/Director of Juvenile Court Services
Location:	Circuit Court
Date Prepared:	September 20, 2018
Date Revised:	September 20, 2018

GENERAL DESCRIPTION OF POSITION

The incumbent is responsible to develop and coordinate programs designed to keep juveniles out of the court system and/or the Juvenile Detention Center. These programs will allow us to take a proactive approach to deter criminal activity and other negative behaviors among the juvenile population that we serve.

This position will also assist all other Intake Officers in the supervision of juvenile cases prior to adjudication of a FINS or Delinquency Case. The Juvenile Intake Officer monitors the compliance with court order of juveniles and their families. The Juvenile Officer will work as part of a cohesive team and will be required to assume duties as part of a multi-faceted operation that would address an array of juvenile and family situations both judicial and non-judicial in nature. The position requires decision-making, problem solving, and accurate reporting. The officer will be required to maintain, annotate, and prepare appropriate court documents. The Juvenile Officer will also be responsible for FINS (Family in Need of Services), diversions, and any petitioned case until release by the appropriate authorities. This position requires the ability to interact effectively with community care providers, juveniles, and families.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Coordinate all diversion and prevention programs both from outside agencies as well as newly developed court programs.
2. Develop diversion and prevention programs.
3. Administer all programs as needed and prepare reminder flyers for staff and families.
4. Keep records and statistical information.
5. Collect and test urine samples, as required. Administer drug screens (both written and physical) to juveniles and their families as ordered by the court.
6. Assist Juvenile Probation Officers in making home/school/shelter visits when requested.
7. Speak to various public and community groups, regarding the juvenile court process and services when called upon, and represent the court on committees as assigned by the Judge.
8. Conduct the initial interview with client and family. All contact with the public will be conducted in a professional manner and in compliance with departmental policy.

9. The Diversion Coordinator will monitor the client and family's progress in all programs and report to the court as needed.

10. Collaborate with other officers in transporting juveniles to and from alternative programs.

11. Maintain, update, and complete all necessary paper and computer documents to include, but not limited to:

Maintaining computerized database records of meetings with all concerned parties, psychological assessments, school reports, counseling reports, data on probationer and family, proof of completion of public service, and payment of fines, cost, fees, restitution.

Updating the Juvenile Court computer database with case information.

Preparing requests for the Prosecuting Attorney to file Show Causes and/or Petitions for Revocation of Probation.

Completing and filing court orders.

Maintaining paper case files, preparing all needed records for court hearings and distributing reports to all parties before court hearings.

Ensuring that all juvenile records are kept confidential and that information relating to a juvenile is not released except to authorized persons.

12. Maintain a current knowledge of the Arkansas Juvenile Code, available services, and treatment and placement options, both locally as well as across the State of Arkansas.

13. Attend all staff meetings and trainings.

14. Represent the department in a professional manner to enhance the County's image and minimize loss of goodwill.

15. This position requires performing occasional evening and weekend work.

16. Perform all other functions assigned to him by supervisors or the court.

17. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Broad knowledge of such fields as accounting, marketing, business administration, finance, etc. Equivalent to a four year college degree, plus 4 years related experience and/or training, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Not indicated.

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under general direction, working from policies and general directives. Rarely refers specific cases to supervisor unless clarification or interpretation of the organization's policy is required.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately directed. Activities covered by wide-ranging policies and courses of action, and generally directed as to execution and review. High order of analytical, interpretative, and/or constructive thinking in varied situations.

RESPONSIBILITY FOR WORK OF OTHERS

Responsibility for work of others: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY

Probable errors would normally not be detected in succeeding operations and could possibly affect organization-patron relationship, involve re-work, or additional expenditures in order to properly resolve the error. The possibility of such errors would occur quite frequently in performance of the job. May also cause inaccuracies or incomplete information that would be used in other segments of the organization as a basis for making subsequent decisions, plans, or actions.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Outside or inside working environment, wherein there are potential hazardous working conditions and life-threatening situations exist (fire, chemicals, electrical sources, heights, dangerous people, etc.) part of the time.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an

employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is occasionally exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; distance vision; and color vision.

ADDITIONAL INFORMATION

EDUCATION and/or EXPERIENCE:

Bachelors (B.A. or B.S.) Degree from four year college or university; four years of experience working related public outreach program, good organizational skills, and knowledge of computers are necessary for this position.

The officer must complete 40 hours of training in "Juvenile Officer Certification Training" provided by AOC to be a Certified Juvenile Officer. The officer must complete 12 hours of training annually to maintain the certification. The officer should have experience working with teenagers, judgment skills when handling complaints, and communication skills when meeting the public

The officer cannot have a criminal record.

OTHER SKILLS and ABILITIES:

Position requires strong interpersonal skills, excellent written and oral communication skills with a variety of audiences, ability to produce creative solutions, excellent presentation skills, knowledge of learning principles and program design, ability to organize written and graphic source materials into easily understandable and readable formats, experience in the design, development, and management of outreach programs, ability to work independently on numerous projects, and strong organizational skills.

Washington County Juvenile Probation Officer Job Description

Job Code:	15
Exempt:	No
Department:	Juvenile Court Division
Reports To:	Circuit Court Judge & Director of Juvenile Court
Location:	Juvenile Court
Date Prepared:	September 20, 2018
Date Revised:	September 20, 2018

GENERAL DESCRIPTION OF POSITION

The Juvenile Probation Officer is responsible for supervision of Juvenile Court cases, including working with juveniles and families involved in Delinquency and/or FINS (Family in Need of Services) cases to monitor compliance with court orders as well as refer juveniles and families to services needed for rehabilitation. The Juvenile Probation Officer will be required to maintain case documents, and testify in court, and will work as part of a team to address an array of juvenile and family situations. This position requires decision-making, problem solving, and accurate reporting skills, as well as the ability to interact effectively with juveniles, families, community groups, and other agencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Supervise Juvenile Court cases to which they are assigned, including monitoring the clients' progress and adherence to court orders, identifying potential problems, taking corrective action, and making recommendations to the court.
2. Perform random visits to the school, home, job site, or treatment facility, as well as conduct regular office visits and phone calls.
3. Maintain contact with juveniles and families, as well as community agencies. All contact with the public will be conducted in a professional manner and in compliance with departmental policy and Arkansas law.
4. Work with Interstate Compact to coordinate the return of juveniles to their home state when they are runaways or have a warrant from another jurisdiction, as well as coordinate the transfer of probation.
5. Work with other Probation Departments throughout the State of Arkansas to share information and provide supervision for juveniles who have moved within the State.
6. Make appropriate referrals to public or private agencies, including schools, service providers, community agencies, and the Department of Human Service, to ensure that clients obtain services needed for rehabilitation.
7. Maintain close communications with all law enforcement agencies within Washington County.
8. Work as part of a team with other Juvenile Officers to provide twenty-four hour on call coverage on a rotating schedule.
9. This position requires performing occasional evening and weekend work.

10. Assist with transporting juveniles and families to programs and services, as needed.

11. Maintain, update, and complete all necessary paper and computer documents to include, but not limited to:

Maintaining computerized database records of meetings with all concerned parties, psychological assessments, school reports, counseling reports, data on probationer and family, proof of completion of public service, and payment of fines, cost, fees, restitution.

Updating the Juvenile Court computer database with case information.

Preparing requests for the Prosecuting Attorney to file Show Causes and/or Petitions for Revocation of Probation.

Completing and filing court orders.

Maintaining paper case files, preparing all needed records for court hearings and distributing reports to all parties before court hearings.

Ensuring that all juvenile records are kept confidential and that information relating to a juvenile is not released except to authorized persons.

12. Prepare sentencing recommendations based upon consideration of the details of the case and the juveniles involved.

13. Testify in court to present case information, relate successes or problems, inform the court about placement options, and make recommendations about the continued detention or release of a juvenile.

14. Speak to various public and community groups regarding the Juvenile Court process and juvenile services if called upon. May represent the Juvenile Court on committees as assigned by the Judge.

15. Maintain a current knowledge of the Arkansas Juvenile Code, available services, and treatment and placement options, both locally as well as across the State of Arkansas.

16. Administer drug screens to juveniles and their families as ordered by the court.

17. Attend all staff meetings and trainings.

18. Represent the department in a professional manner, this includes dressing in a professional manner, to enhance the County's image and minimize loss of goodwill.

19. Perform all other functions assigned to him by supervisors or the court.

20. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Broad knowledge of such fields as accounting, marketing, business administration, finance, etc. Equivalent to a four year college degree, plus 4 years related experience and/or training, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization. Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Basic: Alphanumeric Data Entry, Contact Management, Database, Spreadsheet, Word Processing/Typing

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations.

Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately directed. Activities covered by wide-ranging policies and courses of action, and generally directed as to execution and review. High order of analytical, interpretative, and/or constructive thinking in varied situations.

RESPONSIBILITY FOR WORK OF OTHERS

Responsibility for work of others: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for the organization's and/or associated organization's property where carelessness or error would result in only minor damage or minor monetary loss. Ordinary care and attention is required when handling this property in order to prevent loss.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Disagreeable working conditions. Continuously exposed to several elements such as, noise, intermittent standing, walking; and occasional pushing, carrying, or lifting.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is regularly required to use hands to finger, handle, or feel, talk or hear; frequently required to stand; and occasionally required to walk, sit, reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include peripheral vision; depth perception; and ability to adjust focus.

ADDITIONAL INFORMATION

EDUCATION and/or EXPERIENCE:

The Juvenile Probation Officer should possess a Bachelor's Degree in a related field plus four (4) years of work experience, or an equivalent combination of education and experience. The officer must complete 40 hours of initial "Juvenile Officer Certification" training provided by the Arkansas Office of the Courts to be a Certified Juvenile Officer, and must complete 12 hours of additional training annually to maintain this certification.

The officer should have experience working with teenagers.

The officer cannot have a criminal record.

OTHER SKILLS and ABILITIES:

This position requires a high level of problem solving skills, listening skills, good judgment skills, and communication skills when dealing with juveniles, families, and the public.

The officer should possess typing and computer skills, and have knowledge of modern office practices, procedures, and equipment.

The officer should have strong written and verbal communication skills, and must possess the ability to establish rapport with individuals under difficult circumstances.

The officer must have the ability to de-escalate volatile situations involving juveniles and their families. The ability to maintain composure and positively motivate juveniles and their families are essential. This job carries a degree of threat; dangerous situations can occur at any time.

WASHINGTON COUNTY

Job Description

JOB TITLE: Lead Juvenile Officer/Specialized Police Officer

Exempt (Y/N): Yes

DATE PREPARED: April 4th, 2017

DEPARTMENT: Juvenile Court Division

SUPERVISOR: Circuit Court

Judge/Director of Juvenile Court

Services/SPO

GENERAL DESCRIPTION OF POSITION

The employees of the Washington County Juvenile Court are divided into three basic groups. The divisions are Probation, FINS, and Criminal Intake/Diversion Programs. There is one Lead Juvenile Officer for each of the three divisions.

The Lead Juvenile Officer has the duties of a Juvenile Officer, and is additionally responsible for limited supervisory duties of 3-7 subordinate Juvenile Officers. The supervisory duties are only at the direction of the Director of Juvenile Court Services/SPO or the Juvenile Judge, and only to the employees of his/her division. The Lead Juvenile Officer will work in concert with the Juvenile Judge and the Director of Juvenile Court Services/SPO in the general matters of the Court.

Like the Juvenile Officers, the Lead Juvenile Officers are responsible for the supervision of juvenile cases and monitoring the compliance with court order of juvenile and their families. The Lead Juvenile Officer will work as part of a cohesive team and will be required to assume duties as part of a multi-faceted operation that would address an array of juvenile and family situations both judicial and non-judicial in nature. The position requires decision-making, problem solving, and accurate reporting. The officer will be required to maintain, annotate, and prepare appropriate court documents. The Lead Juvenile Officer will also be responsible for FINS (Family in Need of Services), diversions, and any petitioned case until release by the appropriate authorities. This position requires the ability to interact effectively with community care providers, juveniles, and families.

To ensure the safety of the Washington County Juvenile Court staff, visitors, clients, and members of the community, some Lead Juvenile Officers will be appointed by the Judge to receive additional training and law enforcement certification as Court Security Officers. Court Security Officers will assist the Washington County Sheriff's Office with providing security for the courthouse, assist Juvenile Officers with taking juvenile probationers into custody, provide Juvenile Officers with additional security during home visits, and perform other duties as directed by the Judge.

As sworn Specialized Police Officers, the Court Security Officers have the authority to make arrests both with and without a warrant, carry a firearm both on and off duty, and use force to control or terminate violent behavior and safely take offenders into custody.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Respond to a twenty-four hour on call schedule on a rotation basis with the other Lead Juvenile Officers.
2. Notify detained juvenile and family of crime(s), charge(s), and reason for detainment, including date, time, and location of detention hearing.
3. The officer will conduct the initial intake interview, take citizen complaints and confer with victims. All contact with the public will be conducted in a professional manner and in compliance with departmental policy and Arkansas law and make recommendations to the prosecutor for the appropriate course of action.
4. Work with Interstate Compact in returning juveniles to their home states when they are runaways, arrested in our county or have a warrant from another jurisdiction. Work with Interstate Compact to transfer a juvenile's probation to another state when appropriate, and to provide home studies and supervision of juveniles whose probation has been transferred to Washington or Madison County. Work with other Probation Departments throughout the State of Arkansas to provide supervision for juveniles who have moved within the State.
5. Make appropriate referrals to public or private agencies as well as schools, community based providers, Department of Human Service; to ensure clients obtain services needed.
6. Maintain close communications with all law enforcement agencies within Washington County.
7. The Lead Juvenile Officer will supervise cases judicial and non-judicial in which they are assigned. The Lead Juvenile Officer will monitor the client's progress as well as adherence to court orders, identifying potential problems, and taking corrective action. The Lead Juvenile Officer will perform random visits to the school, home, job site or treatment facility as well as require routine office visits and maintain contacts with family, and other community agencies.
8. Maintain, update, and complete all necessary paper and computer documents to include, but not limited to:

Maintaining records of meetings with all concerned parties; psychological

Assessments/reports, social data on probationer and family; receipts showing payment of fines, cost, fees, restitution, and/or completion of public service; attendance and behavior reports from school; and proof of attendance of AA/NA meetings.

Prepare request for prosecutor to file Motion for Revocation of Probation. In emergency situations, complete and file revocation papers.

Prepare the case file and all records for court hearings daily. Distribute reports to all parties before court hearings. Be available to present case information to the court when needed.

Maintain all juvenile records in a "confidential" manner, and ensure that information relating to a juvenile is not released except to authorized persons.

9. Prepare sentencing recommendations based upon consideration of the following: Number of previous offenses; seriousness of offenses; drug/alcohol abuse; psychological/behavioral problems; problems at home or school, success in meeting prior terms of probation, and any assessments by other agencies.
10. Appear in court and testify to relate successes or problems, inform the court about placement proceedings, and make recommendations about the continued detention or release of a juvenile.
11. Speak to various public and community groups, regarding the juvenile court process and services when called upon, and represent the court on committees as assigned by the judge.
12. Maintain a current knowledge of the Arkansas Juvenile Code, referral services available, shelter placement, group homes, hospital settings, therapeutic placements and treatment facilities in the IV Judicial District, and the State of Arkansas.
13. Administer drug screens (both written and physical) to juveniles and their families as ordered by the court.
14. Train and supervise subordinate Juvenile Officers, and assist in resolving problems when requested by subordinate Juvenile Officers.
15. Address complaints from the public.
16. Assist the Director of Juvenile Court Services/SPO and Juvenile Judge with interviewing job applicants and making recommendations for hiring.
17. Assist the Director of Juvenile Court Services/SPO and Juvenile Judge with preparing annual performance evaluations for subordinate Juvenile Officers.
18. Assist the Director of Juvenile Court Services/SPO and Juvenile Judge with preparing the annual budget, and monitor expenses throughout the year.
19. Take youth into custody and escort them to the Juvenile Detention Center.

20. Maintain the safety and security of members of the public as well as Juvenile Court Department staff, both at the Juvenile Justice Complex as well as out in the community during home visits.

21. Serve warrants, subpoenas, and other court papers.

22. Perform any other related duties as required or assigned.

SUPERVISORY RESPONSIBILITIES:

The incumbent will work in concert with other Lead Juvenile Officers to assist the Juvenile Judge and the Director of Juvenile Court Services/SPO, and will have limited responsibility for the supervision of two to six employees. He/she will work with the Juvenile Judge and the Director of Juvenile Court Services/SPO on matters including interviewing, making recommendations for hiring, and training employees; planning, assigning, and directing work; serving as the on-call supervisor on a rotation basis with the other Lead Juvenile Officers; addressing complaints and resolving problems; monitor and provide limited supervision of Juvenile Officers in Washington County, maintain yearly juvenile court statistics; as required, assist with program development and procedures; and attend staffing meetings.

In conjunction with the Judge and Director of Juvenile Court Services/SPO, he/she will assist in preparing the yearly budget and monitor expenses throughout the year.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

The officer should hold a Bachelor's Degree in a related field plus five (5) years of work experience; or equivalent combination of education and experience.

The officer must complete 40 hours of training in "Juvenile Officer Certification Training", provided by the AOC, to be a Certified Juvenile Officer. The officer must complete a Basic Law Enforcement Training Course (a minimum of 120 hours) to obtain certification as a Specialized Police Officer through the Arkansas Commission on Law Enforcement Standards and Training, and must pass a background check, as well as a physical and psychological evaluation, in order to receive law enforcement training and certification. The officer must complete 16 hours of training annually to maintain these certifications.

The officer should have experience working with teenagers, judgment skills when handling complaints, communication skills when meeting the public, and serve as liaison between the prosecutors, police, court, schools, victims, and defendant's families. The officer cannot have a criminal record. This position requires a high level of problem solving and listening skills.

OTHER SKILLS and ABILITIES:

The Lead Juvenile Officer/Specialized Police Officer shall possess good typing and computer skills (regular use of PC equipment); have knowledge of modern office practices, procedures, and equipment. The officer should have strong written and verbal communication skills; must have the ability to establish a good rapport with individuals often under difficult or high-risk circumstances. Must have the ability to de-escalate volatile situations involving juveniles and their families. Self-motivation and the ability to positively motivate juveniles and their parents are essential.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands and fingers, handle, or feel objects, and to talk or hear. The employee must occasionally sit and reach with hands and arms. Specific vision abilities required by this job include the ability to adjust focus, distance vision, depth perception, and peripheral vision.

This job carries a degree of threat. Dangerous situations can occur at any time due to the possible volatile nature of family court.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job carries a degree of threat; dangerous situations can occur at any time

The noise level in the work environment is usually moderate.

TIM HELDER
SHERIFF



Washington County Sheriff's Office

October 29, 2018

TO: JESAP/Personnel/Finance Committee:

Due to reorganization and other unforeseen needs, as well as the recent reevaluation of several job descriptions for positions within the Sheriff's Office, I am requesting to make changes in the 2018 budget involving some existing personnel positions. I have attached a spreadsheet, which lists the requested changes, to include some job description title changes, and the maximum cost for each position (if the changes were to take effect on November 5, 2018 - the current pay period). The calculations are based on having three more pay periods in 2018.

I would like to use the unused funds from the Sheriff's Office open position 2018 salary sweep to cover the budgetary difference some of these requests will create.

Thank you for your consideration.

Respectfully,

A handwritten signature in cursive script that reads "Helder".

Tim Helder
Sheriff

See ATTACHMENT - A

Washington County - Sheriff's Office Positions

October 2018

Revised Job Description Title	DBCompensation Title	F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12	F13	F14	F15	Points	Grade
Lieutenant	Same	8	8	5	6	5	6	6	5	5	9	5	5	3	7	3	1267	22
No Change in Job Ratings																	OK	OK
911 Communications Director	Dispatch Manager	8	6	5	6	5	6	5	4	6	9	6	5	4	4	2	1170	21
		8	7	5	6	5	7	5	5	6	9	7	5	4	4	2	1323	23
Fire Marshal	Same	12	6	4	6	4	7	1	5	5	9	5	4	4	4	2	1138	21
		12	6	3	6	5	7	1	5	5	9	5	4	4	4	2	1146	21
Sergeant	Same	7	5	5	6	4	6	5	5	5	8	4	5	3	7	3	1005	20
No Change in Job Ratings																	OK	OK
Corporal	Same	7	3	5	5	4	5	2	4	5	8	5	4	3	7	3	824	18
		7	3	4	5	4	5	2	4	5	8	5	4	4	7	3	814	18
Corporal - Animal Control Officer	Same	7	3	5	5	4	5	1	4	5	8	5	4	3	7	2	801	18
		7	3	4	5	4	5	2	4	5	8	5	4	4	7	3	814	18
Assistant Fire Marshal	Same	7	2	3	5	4	5	0	5	5	8	6	4	5	5	2	781	17
No Change in Job Ratings																	OK	OK
Fiscal and Administrative Manager	Executive Assistant - Sheriff Adm.	8	1	5	5	4	5	2	5	5	8	5	5	4	2	2	762	17
		8	6	5	6	5	5	2	6	5	9	5	5	5	2	2	1069	20
Civil Process Bookkeeper Supervisor	Civil Process Bookkeeper	8	1	4	5	4	5	2	5	5	8	5	4	4	2	2	726	16
		8	2	4	5	4	5	2	5	5	8	5	4	4	2	2	759	17
911 Communications Specialist Supervisor	Lead Dispatcher	5	2	3	4	4	5	3	3	4	6	4	4	6	2	3	714	16
		5	2	3	6	4	5	2	4	4	7	5	4	6	2	3	763	17
Deputy First Class	Same	6	1	4	5	4	5	1	4	4	7	5	4	3	7	4	673	15
No Change in Job Ratings																	OK	OK
Evidence Manager	Evidence Coordinator	6	2	4	5	4	5	1	4	6	7	4	4	4	2	2	665	15
		6	2	3	5	4	5	1	4	6	7	4	4	5	2	2	690	15
Warrants Records Supervisor	Warrants/Records Supervisor	8	1	4	5	4	5	1	4	4	7	4	4	4	2	3	636	14
No Change in Job Ratings																	OK	OK
Civilian Animal Control Officer	Animal Control Officer - Civilian	5	0	3	5	4	4	0	4	4	7	5	4	3	7	4	583	13
No Change in Job Ratings																	OK	OK
Adult Detention Officer	Same	5	0	4	4	4	5	1	4	4	6	4	3	3	7	3	565	12
		5	0	4	4	4	5	1	4	4	6	4	3	4	7	3	580	13
911 Communications Specialist	Dispatcher	5	0	3	4	4	4	0	3	4	6	5	4	5	3	3	554	12
		5	0	3	4	4	4	0	4	4	6	5	4	6	3	3	606	14

Washington County - Sheriff's Office Positions

October 2018

		F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12	F13	F14	F15	Points	Grade
Revised Job Description Title	DBCompensation Title																	
Administrative Detention Bookkeeper	Administrative Detention Bookkeeper	7	0	4	5	4	4	0	5	4	7	4	3	3	2	2	540	12
		7	0	4	5	4	4	0	5	4	7	4	3	4	2	3	560	12
Enforcement Secretary	Same	5	0	4	3	4	4	0	3	4	5	4	4	5	3	2	523	11
		No Change in Job Ratings															OK	OK
Accounts Payable - Purchasing Assistant	Same	5	0	4	4	4	4	0	4	4	6	4	4	4	2	3	508	11
		No Change in Job Ratings															OK	OK
Assistant Civil Process Bookkeeper	Same	4	0	4	4	4	4	0	4	4	6	4	4	4	2	2	493	10
		4	0	4	4	4	4	0	5	4	6	4	4	4	2	2	509	11
Property Manager	Property Assistant	4	0	3	4	4	4	0	4	4	6	4	4	4	2	2	480	10
		4	0	3	4	4	4	0	5	4	7	4	4	4	2	3	520	11
Warrants Records Clerk	Records Clerk/Secretary	4	0	3	3	4	4	0	3	4	5	4	4	4	2	3	461	9
		No Change in Job Ratings															OK	OK
Secretary/Receptionist	Secretary/Receptionist-Sheriff	4	0	3	3	3	4	0	2	4	5	4	4	4	2	3	432	8
		No Change in Job Ratings															OK	OK

OLD Job Description Title	NEW Job Description Title	BUDGET	SLOT	Current Pay	Old Grade	New Grade	2 Grade Increase	Reason for Raise Amount	Total Amount of Increase		Salary Difference in 2018 Budget for SLOT (if effective on 11/05/2018 - 3 more pay periods in 2018 budget) - NOT INCLUDING BENEFITS
								"SAG = Salary Administration Guidelines"	<u>SALARY</u>		
Executive Assistant/Admin	Fiscal and Administrative Manager	3017-0418	109	\$45,925.06	Gr 17	Gr 20	48,221.31	5% per SAG (because current pay is already above "halfway between minimum and midpoint" for new grade)	\$2,296.25	\$88.32	\$264.95
Dispatch Manager	911 Communications Director	1000-0400	90	\$47,663.32	Gr 21	Gr 23	53,518.40	Per SAG - May be "Halfway between minimum and midpoint" for new grade	\$5,855.08	\$225.20	\$675.59
									<u>HOURLY</u>		
Dispatcher	911 Communications Specialist	1000-0400	94	\$13.92	Gr 12	Gr 14	14.98	Base of new grade because hired in 2018	\$1.06		\$254.40
Dispatcher	911 Communications Specialist	1000-0400	95	\$15.13	Gr 12	Gr 14	15.52	Per SAG - May be "Halfway between minimum and midpoint" for new grade	\$0.39		\$93.60
Dispatcher	911 Communications Specialist	1000-0400	96	\$15.69	Gr 12	Gr 14	16.48	5% per SAG (because current pay is already above "halfway between minimum and midpoint" for new grade)	\$0.79		\$189.60
Dispatcher	911 Communications Specialist	1000-0400	97	\$13.65	Gr 12	Gr 14	14.71	Base of new grade because hired in 2018	\$1.06		\$254.40
Dispatcher	911 Communications Specialist	1000-0400	98	\$13.65	Gr 12	Gr 14	14.71	Base of new grade because hired in 2018	\$1.06		\$254.40
Dispatcher	911 Communications Specialist	1000-0400	99	\$13.65	Gr 12	Gr 14	14.71	Base of new grade because hired in 2018	\$1.06		\$254.40
Dispatcher	911 Communications Specialist	1000-0400	100	\$13.65	Gr 12	Gr 14	14.71	Base of new grade because hired in 2018	\$1.06		\$254.40
Dispatcher	911 Communications Specialist	1000-0400	101	\$13.65	Gr 12	Gr 14	14.71	Base of new grade because hired in 2018	\$1.06		\$254.40
Dispatcher	911 Communications Specialist	1000-0400	102	\$13.65	Gr 12	Gr 14	14.71	Base of new grade because hired in 2018	\$1.06		\$254.40
Dispatcher	911 Communications Specialist	1000-0400	103	\$14.41	Gr 12	Gr 14	15.52	Per SAG - May be "Halfway between minimum and midpoint" for new grade	\$1.11		\$266.40

Dispatcher	911 Communications Specialist	1000-0400	104	\$14.13	Gr 12	Gr 14	15.52	Per SAG - May be "Halfway between minimum and midpoint" for new grade	\$1.39		\$333.60
Dispatcher	911 Communications Specialist	1000-0400	105	\$13.65	Gr 12	Gr 14	14.71	Base of new grade because hired in 2018	\$1.06		\$254.40
Dispatcher	911 Communications Specialist	1000-0400	106-110	\$13.65	Gr 12	Gr 14	14.71	Open Positions			\$0.00
\$3,858.94											

OLD Job Description Title	NEW Job Description Title	BUDGET	SLOT	Current Pay	Old Grade	New Grade	1 Grade Increase to New Grade Base		Total Amount of Increase		Salary Difference Continued...
Asst Civil Process Bookkeeper	No Change	1000-0400	47	\$12.68	Gr 10	Gr 11	13.17		\$0.49		\$117.60
Civil Process Bk-keeper	Civil Process Bookkeeper Supervisor	3017-0418	110	\$16.19	Gr 16	Gr 17	16.92		\$0.73		\$175.20
Lead Dispatcher	911 Communications Specialist Supervisor	1000-0400	91	\$17.12	Gr 16	Gr 17	17.12	Above New Base	\$0.00		\$0.00
Lead Dispatcher	911 Communications Specialist Supervisor	1000-0400	92	\$19.24	Gr 16	Gr 17	19.24	Above New Base	\$0.00		\$0.00
Lead Dispatcher	911 Communications Specialist Supervisor	1000-0400	93	\$17.09	Gr 16	Gr 17	17.09	Above New Base	\$0.00		\$0.00
Property Assistant	Property Manager	3017-0418	116	\$15.18	Gr 10	Gr 11	15.18	Above New Base	\$0.00		\$0.00
\$292.80											

JOB POSITION Re-Classification Request								SLOT/POSITION UPGRADE From Sec/Receptionist to Warrants/Records Clerk			
Secretary/Receptionist	Warrants/Records Clerk	1000-0400	42	\$11.74	Gr 8	Gr 9	12.21		\$0.47		\$112.80
Secretary/Receptionist	Warrants/Records Clerk	1000-0400	41	\$14.89	Gr 8	Gr 9	14.89		\$0.00		\$0.00
Secretary/Receptionist	Warrants/Records Clerk	1000-0400	43	\$12.15	Gr 8	Gr 9	12.21		\$0.06		\$14.40
Records Clerk/Secretary	Warrants/Records Clerk	3017-0418	111	\$12.64	Gr 9	Gr 9	12.64		\$0.00		\$0.00
Records Clerk/Secretary	Warrants/Records Clerk	3017-0418	117	\$14.57	Gr 9	Gr 9	14.57		\$0.00		\$0.00
SERGEANT / TO	Sergeant	1000-0400	37	\$24.11	Gr 20	Gr 20	24.11		\$0.00		\$0.00
\$127.20											

Soc Sec Match 7.65% &
Non-Cont Ret 15.32%

TOTAL	\$4,278.94
Benefits	\$982.87
Total With Benefits	\$5,261.81

JOB POSITION Title Change Only		BUDGET	SLOT	Current Pay	Old Grade	New Grade				
Animal Control Officer - Civilian	Civilian Animal Control Officer	1000-0400	185		Gr 13	Gr 13				
Animal Control Officer - Civilian	Civilian Animal Control Officer	1000-0400	186		Gr 13	Gr 13				
Evidence Coordinator	Evidence Manager	3017-0418	108		Gr 15	Gr 15				

Washington County Fiscal and Administrative Manager Job Description

Job Code: 20
Exempt: Yes
Department: Sheriff's Office
Reports To Captain
Location: Sheriff's Office
Date Prepared: April 03, 2018
Date Revised: October 16, 2018

GENERAL DESCRIPTION OF POSITION

This position has the administrative responsibilities and accountability for the overall operation and activities within the front offices; overseeing the day to day operation of these offices. This includes the Accounts Payable Department, the Civil Process Department, the Warrants Department, the Records Department and the front reception area. Directly supervises (3) positions; the Civil Process Bookkeeper Supervisor, Warrants Records Supervisor, and Accounts Payable/Purchasing Clerk, and generally supervises (6) positions working under their command within these departments. Responsible for balancing the budget. Prepares and submits all line item transfer requests for the Sheriff's Office budgets which includes sheriff, jail, jail maintenance, communications, work releases, boat safety, SCAAP, JAG Grant, federal funds, state funds, and miscellaneous non annual funds. Ensure budget controls are being followed and accurate documentation is kept for a minimum of (6) different funds with multiple departments having different budget controls annually. These combined total budgets are approximately \$25 million dollars. The incumbent is responsible to the Sheriff and State Auditors for maintaining these budgets, making sure compliance of expenditures and general ledger coding for accountability. Serve as a staff resource for questions regarding the statement of operations, budgets controls, County compliance codes in regard to purchasing procedures, contracts, bids, and general budget spending to assist the sheriff, chief deputy and majors with the annual preparation of the budget. Perform executive level administrative duties for the sheriff, chief deputy, division commanders and others in the department designated by the sheriff. This includes creating special reports regarding budgets, grants, and daily expenditures along with any other needed information. Work closely with the staff, state and federal agencies, general public as well as working with vendors selling products such as food, automobiles, equipment, office supplies, etc. for all budgets under the sheriff's control. Enter requests for daily purchase orders along with yearly purchase orders determining fund, department, and line items keeping a log of purchase orders for purchases. Request and receive thousands of invoices, coding, and authorizing payment for purchases made by all departments under the sheriff's control. Must also be diligent in regard to confidential and sensitive information as directed by the sheriff, chief deputy and county policies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Supervisor of front office personnel. Must possess general working knowledge of each department. Perform supervisory responsibilities, which includes interviewing, providing hiring recommendations to the sheriff, training employees, developing standard procedures and protocol for department, assigning and directing work, preparing appraisals, rewarding and disciplining employees, addressing complaints and resolving problems. Make timecard entries and corrections to ensure records are accurate and in compliance with military leave, FMLA, workers' compensation, etc. directed by County policy.

2. Prepare expense reports, supporting paperwork, and reimbursement requests for the High Intensity Drug Trafficking Area (HIDTA) grant. This includes employee travel expenses, vehicle expenses, and office expenditures along with reporting hours worked by deputies towards initiatives. Works at times with multiple grant awards. Manage funds and make requests for reprogramming of funds including justification for reprogramming to the State Director keeping cumulative reports, and journal ledgers along with reprogramming correspondence with the director and State Fiscal Officer. Submit paperwork and reimbursement requests to the Director. Submit reimbursement checks to the treasurer and paperwork to the Grant's Office once receipt for deposit has been received. Keep copies of awards along with all documents organized and ready for examination by staff and auditors.
3. Assist the project coordinator with monthly reimbursement requests for mobilizations worked under the Selective Traffic Enforcement Program (STEP) grant. Verify all hours worked to ensure these hours meet the specified times and dates for each mobilization along with general accounting accuracy then sign all mobilization summaries as the fiscal department representative along with the project coordinator. Review and submit activity sheets, mobilization reports, reimbursement request, press releases, and all documentation to the program manager with Arkansas State Police Highway Safety Office ensuring deadlines are met. Receive and forward reimbursement checks to the treasurer and paperwork to the Grant's Office once receipt for deposit has been received. Maintain copies of all paperwork along with annual proposal and awards for examination by staff and auditors.
4. Prepare and submit reimbursement requests along with documentation for the hours worked by deputies performing lake patrol at Lake Wedington for the USDA Forest Service Cooperative Agreement. Verify all hours worked to ensure these hours meet the specified times and dates for the annual operating plan. Forward reimbursement checks to the treasurer. Keep copies of all paperwork along with the annual cooperative agreement.
5. Receive and review all weekly invoices for detainee meals provided while housed at the detention facility. This is approximately 1 million dollars annually. Code and sign authorizing payment of invoices. Submit invoices to the comptroller. Maintain records of these expenses to provide to the vendor and staff.
6. Receive commissary reports and checks for money generated from the sale of snacks, medication, care and hygiene items, etc. to detainees housed at our facility. This is approximately \$160,000.00 annually. Forward reports and checks to the treasurer for deposit. Keep copies of reports, checks, and receipts to provide to vendors, staff and auditors.
7. Receive all invoices for psychological services for employee sessions and pre-employment screenings. Redact personal information, code invoices, and sign to authorize payment. Keep in-house records before submitting invoice to the Comptroller's Office. Must maintain confidentiality for sensitive information.
8. Receive monthly fuel transactions for 200 authorized drivers within the department. There are generally 900 monthly transactions with a monthly average of \$28,000.00. Review each transaction for accuracy. Prepare and submit a transaction report along with coding and signing authorizing payment of invoices. Submit invoices to the comptroller. Process all fuel rebate checks, coding them and sending them to the treasurer for deposit. Maintain copies of all checks, receipts, reports, invoices, and documentation.
9. File claims with fuel vendor for all unauthorized fuel charges. Complete an Affidavit. Prepare an unauthorized use report along with any other paperwork required by vendor. Disputes can take up to 90 days to resolve and have been over \$15,000.00 per case. Add new drivers to the authorized list of users in the absence of the primary requester.

10. Distribute and receive back all original signed documents each month involving procurement cards (p-card) for 60 cardholders. Enter transactions and make corrections in the County accounting system. Work individually with cardholders, vendors, and treasurer to obtain receipts, forms, agendas, itineraries, travel sheets, etc. Reconcile statements for all 60 cardholders, signing each statement giving authorization for payment. Submit finished statements and documents to comptroller by due-date to avoid late charges. Keep copies of all documents.
11. Receive and review monthly invoices for utilities for 3 buildings. Code and sign authorizing payment of invoices for electric, gas, water and sewer, etc. Monitor accounts for large fluctuations in usage for possible leaks or other issues. Maintain records of these monthly costs and provide information as needed.
12. Maintain a \$1,000.00 cash buy money fund. Disburse funds and keep detailed records, including case numbers, disbursement amounts, recipient of funds, receipts, and funds returned. Submit a monthly report to the treasurer and maintain detailed records for annual examination by auditors.
13. Maintain a \$250 petty cash fund. Disburse funds to employees who have used personal funds for authorized business expenses. Submit all reports, documents, and receipts from monthly disbursements to the comptroller for reimbursement to the petty cash drawer. Receive and cash reimbursement check, replenishing the fund. Send a monthly report to the treasurer and maintain for examination by auditors.
14. Receive checks from the prosecutor and local courts for payments made by offenders towards restitution owed to the different departments within the Sheriff's Office. Code and forward checks to the treasurer for deposit. Maintain records of payments, receipts, and balances owed. Correspond verbally and in writing regarding restitution owed with the points of collections.
15. File any claims for approximately 200 county vehicles, send notification of accidents involving these vehicles, collect and forward accident reports, estimates, and pictures to insurance representatives for determination of liability working individually with drivers and insurance representatives. Schedule tows, inspections, and repairs, working individually with drivers, insurance representatives, tow companies, adjustors, and collision centers. Create files and enter requests for purchase orders for deductibles. Receive supplements, insurance checks, and final invoices to pay. Once repairs are complete, sign invoice authorizing payment to be issued and forward to the comptroller. If the vehicle is deemed a total loss, receive and agree to settlement, request title, make arrangement to have equipment removed and arrange a pickup time for wholesaler buyer. If needed, request that appropriation of this money be put on the agenda.
16. Review and sign checks as needed for refunds, forfeitures, and disbursement from Felony Bond Account, Execution Account, and Fine and Fee Account, which includes all civil process fees, bonding fees, booking fees, warrant fees, work release fees, accident report fees, and miscellaneous fees. These combined accounts consist of money collected and held by departments under the sheriff's command. This is approximately \$650,000.00 annually.
17. Responsible for purchasing arrangements of vehicles, equipment, office supplies, furniture, uniforms, cleaning supplies, etc. for all departments under the sheriff's command.
18. Coordinate necessary documents for the purchase of new vehicles under state awards along with used vehicles in accordance with Arkansas County Compliance. This is done for all vehicles purchased for all departments under the sheriff's command. Coordinate with senior staff members, vendors, Property, Purchasing, the assessor, and the comptroller to insuring all documents needed are

obtained. Make arrangements for appraisals of vehicles that are being considered for trade. Cancel insurance on vehicles that are designated for trade towards a purchase of another vehicle along with requesting coverage for all newer vehicles. Receive, code, and sign invoices authorizing payments. Submit paperwork to Purchasing for preparation of documents to register the vehicles. Register the vehicles with the Department of Revenue if the in-house primary designated person is unavailable. Maintain vehicle files which include copies of all paperwork for all vehicles.

19. Update yearly contracts equaling thousands of dollars for departments under the sheriff's command. Ensure all paperwork is reviewed, signed, completed, and submitted in a timely manner to Purchasing. Keep copies of all contracts on file for each department's records.

20. Activate and oversee all department credit cards for personnel under the sheriff's command. These are used for: fuel, meals, travel expenses, and miscellaneous purchases. This includes local, state and national vendors.

21. Maintain insurance files for all Sheriff's Office vehicles, lawnmowers, all-terrain vehicles, boats, aircraft, and medical insurance on approximately 150 detainees in the Work-Release Program.

22. Work with staff on special projects, re: child information cards for schools, pre-schools, daycares, and Washington County Fair booth.

23. Prepare per diem travel reimbursement requests and education reimbursement requests. Sign forms authorizing payment, forward forms to the comptroller and provide the checks to the employees once received. Maintain copies of all records for each department's budget.

24. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Broad knowledge of such fields as accounting, marketing, business administration, finance, etc. Equivalent to a four year college degree, plus 5 years related experience and/or training, and 3 years related management experience, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to read, analyze, and understand common scientific and technical journals, financial reports, and legal documents; Ability to respond to complex or difficult inquiries or complaints from customers, regulatory agencies, or members of the business community.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or

diagram formats.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Must be able to obtain and maintain CJIS certification or (ACIC) Basic certification.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Advanced: Spreadsheet

Intermediate: Accounting, Alphanumeric Data Entry, Database

Basic: Word Processing/Typing

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under general direction, working from policies and general directives. Rarely refers specific cases to supervisor unless clarification or interpretation of the organization's policy is required.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

MENTAL DEMAND

Very close mental demand. Operations requiring very close and continuous attention for control of operations which require a high degree of coordination or immediate response. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Directed. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning and decision-making are essential.

RESPONSIBILITY FOR WORK OF OTHERS

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Supervises a small group (3-7) of employees, usually of lower classifications. Assigns and checks work; assists and instructs as required and performs same work as those supervised, or closely related work, a portion of the time. Content of the work supervised is of non-technical nature, but presents numerous situations to which policies and precedents must be interpreted and applied.

Supervises the following departments: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Regularly responsible for funds, building premises, inventory, or other property owned, controlled, or leased by the organization and, in addition, may have temporary custody and responsibility of patron property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above would range from \$1,000,000 to \$10,000,000.

ACCURACY

Probable errors would normally not be detected in succeeding operations and could possibly affect organization-patron relationship, involve re-work, or additional expenditures in order to properly resolve the error. The possibility of such errors would occur quite frequently in performance of the job. May also cause inaccuracies or incomplete information that would be used in other segments of the organization as a basis for making subsequent decisions, plans, or actions.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Small. Job creates a monetary impact for the organization from \$100,000 to \$1mm.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Occasional use of highly complex machines and equipment; specialized or advanced software programs.

WORKING CONDITIONS

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is regularly required to use hands to finger, handle, or feel, talk or hear; frequently required to walk, sit, reach with hands and arms; and occasionally required to stand, climb or balance. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; and depth perception.

ADDITIONAL INFORMATION

EDUCATION and/or EXPERIENCE:

Business Accounting Degree or equivalent from four-year College or five years related experience and/or training; or equivalent combination of education and experience, as well as 3 years of supervisory experience.

SUPERVISORY RESPONSIBILITIES:

Supervises the front offices, which includes the Accounts Payable Department, the Civil Process Department, the Warrants Department, the Records Department and the front reception area. This position directly supervises and generally supervises others working under their command within these departments.

OTHER SKILLS and ABILITIES:

The incumbent must possess a high level of organizational skills and have the ability to prioritize and stay focused and self-motivated while working on multiple projects that require detail and accuracy. Must be capable of making decisions quickly and effectually with minimal supervision. Must have knowledge of modern office practices, procedures, and equipment. Strong written and verbal communication skills. Knowledge of basic computer software such as Microsoft Office and the ability to adapt to changing software as needed.

Must not have any felony convictions.

WASHINGTON COUNTY
Job Evaluation

Exec. Asst.
Sheriff Adm.

JOB TITLE: Fiscal and Administrative Manager

Factor	Basis for Rating	Current Rating	Proposed Rating	Points
1	<u>Experience-General</u> : Minimum time to become familiar with requirements of the job.	8	8	89
2	<u>Experience</u> : Minimum time to become familiar with management requirements of the job.	1	6	215
3	<u>Education</u> : Preliminary formalized training or self-development expressed in terms of equivalent formal education.	5	5	70
4	<u>Initiative & Ingenuity</u> : Measure of ability to proceed alone, make decisions within authority, & ability to comprehend assignment.	5	6	50
5	<u>Mental Demand</u> : Measure of degree of concentration and sensory alertness.	4	5	70
6	<u>Analytical Ability/Problem Solving</u> : Opportunity to apply analytical ability and self-starting thinking.	5	5	70
7	<u>Responsibility for Work of Others - Supervision</u> : Appraises responsibility for work and direction of others.	2	2	33
8	<u>Responsibility for Funds, Equipment, Property, Etc.</u> : Personal responsibility and accountability for receipt, storage, issue, or use.	5	6	80
9	<u>Responsibility for Accuracy</u> : Opportunity for and probable effect of errors.	5	5	57
10	<u>Accountabilities</u> : Freedom to act, monetary impact, & impact on end results.	8	9	110
11	<u>Contacts with Public</u> : Responsibility for effective handling of contacts.	5	5	80
12	<u>Contacts with Employees</u> : Responsibility for effective handling of contacts.	5	5	49
13	<u>Machine Operations</u> :	4	5	76
14	<u>Working Conditions</u> :	2	2	12
15	<u>Physical Demand</u> :	2	2	8
		762		1069
	Washington County Salary Grade Level	17		20

Signed: _____

Date: October 23, 2018

Washington County Civil Process Bookkeeper Supervisor Job Description

Job Code: 17
Exempt: No
Department: Sheriff's Office
Reports To Fiscal and Administrative Manager
Location: Sheriff's Office
Date Prepared: October 11, 2018
Date Revised: October 16, 2018

GENERAL DESCRIPTION OF POSITION

The Civil Process Bookkeeper Supervisor directly supervises (3) positions; the Assistant Civil Process Bookkeeper and two Secretary/Receptionist positions. This position is responsible for the accurate recordkeeping of financial transactions for the Sheriff's Office. This translates to dealing with over 5,000 financial documents annually. In accordance with audit requirements and state law, this position is ultimately accountable for maintaining accounts and documentation of all monies collected for felony bonds, civil process fees, detention fees, and miscellaneous fees, which is approximately \$ 650,000 annually. The Civil Process Bookkeeper Supervisor is responsible for the monthly reconciliation of (3) bank accounts, preparing and posting deposits, and writing all checks for these accounts. This position runs daily reports and assures all receipts, money, and reports balance with the Journal. The Civil Process Bookkeeper Supervisor compiles an itemized monthly report for all monies collected and disburses money accordingly. Must be knowledgeable of Arkansas Codes and civil procedures to be able to deal with legal matters related to the civil process section of the Sheriff's Office and follow up with attorneys, defendants, and others parties having direct interest.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provide courteous assistance to the public, other departments, agencies or offices to furnish and/or obtain necessary information.
2. Prepare daily reports and maintain all accounts for money received for accident reports, animal control, bonding fees, booking fees, civil process fees, warrant fees, work release fees, felony bond, Writ of Execution, Fees for Writ of Execution, commission for sale fees, and miscellaneous fees with an approximate annual total of \$650,000.00. Prepare daily deposits for accounts. Ensure that monies collected are receipted, posted, and deposited daily. Review that all monies are correctly collected and documented. Override receipts and make modifications as needed.
3. Write all checks for refunds, forfeitures, and disbursements from the Felony Bond Account, Execution Account, and Fine and Fee Account which includes all civil process fees and detention center fees. This is approximately 500 checks annually. Order checks and deposit slips for the accounts as needed for daily operation using county issued P-card.
4. Receive, log, compute interest and totals, and maintain files on each Writ of Execution ranging in amount from hundreds to multi-million dollar writs. Diligently document and follow the strict time limit on Writ of Executions in accordance with state law. Enter all deputies' returns of service on Writ of Execution and provide appropriate documentation of service to the court, attorney and/or person requesting service.
5. Maintain and balance petty cash fund, for making change, in the amount of \$200.00.

6. Receipt in all money paid towards fee for writs, Writ of Executions, and commission of sale fee.
7. Coordinate the advertisement and sale of seized property, assist in seized property inventory, document sale proceeds, and prepare all legal documents in regard to Writ of Execution; Certificate of Levy, Bill of Sale, Notice of Sale, Sheriff's Deed, Certificate of Purchase, and Certificate of Sale.
8. Prepare monthly invoices for (24) state agencies for all civil process fees and writ of execution fees. Receive and receipt in all invoice payments. Document all receipt numbers and money received in each case in the computer.
9. File forms in accordance with state law with the Unclaimed Property Division with the Arkansas Auditor. Send out Due Diligence letters to those who have uncashed checks from our bank accounts, process replacement checks as requested.
10. Assist in preparing juror summons and documenting the service of the summons for (6) Circuit Judges, which equate to approximately 8,000 annual summons letters.
11. Maintain cooperative and accommodating relationship with Legislative Audit. Provide income reports, financial documents, and information for auditors as needed in a timely manner.
12. Maintain up to date records of bank accounts and confirm that they are properly collateralized at all times. If an account is going to exceed the FDIC insured amount, contact the bank and obtain an additional pledge on the account to insure the balance.
13. Maintain scrap metal permits, applications, and all paperwork for businesses that handle scrap metal transactions. Receipt in monies for permit renewals and issue new permits yearly in accordance with state law.
14. Maintain all wrecker service records for more than (20) twenty active wrecker companies on the Washington County Sheriff's Office wrecker service rotation. Remove companies from the tow rotation when they fail to provide updated records. Communicate this information to the 911 Communications Director and Administrative Captain to ensure all wrecker services that are used by the Sheriff's Office have both valid insurance and are in good standing with the Arkansas Towing and Recovery Board at all times.
15. Receipt in monies for special permits required for exotic animal owners, which are located in the county, in accordance with state law. Keep records of exotic animals located within the county and make sure all information is forwarded to the Animal Control department.
16. Provides financial, statistical, and miscellaneous reports as requested by department personnel. Reviews the financial documents of the Detention Administrative Assistant to ensure accuracy of all Sheriff's Office accounts and to comply with auditors recommendations.
17. Keep filing system updated and organized for easy reference.
18. Answer telephones in a professional manner pertaining to Civil Process, answer questions and direct calls to appropriate person and/or take messages.
19. Perform administrative duties for multiple Civil Process deputies and the captain. This may include typing, faxing, scanning, answering and distributing phone calls and making follow up phone calls to clients about civil paperwork.

20. Supervise, resolve problems, and organize assignments for three (3) office personnel and instruct personnel on acceptable office procedures.
21. Assist with other duties as required maintaining smooth operation within the department.
22. Maintain time clock, complete yearly employee performance evaluations, and assist in the hiring process for new personnel in the civil process, records/warrants, and accounts payable departments.
23. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 5 years related experience and/or training, and 7 to 11 months related management experience, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization. Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Intermediate: Accounting, Alphanumeric Data Entry, Database, Spreadsheet
Basic: Word Processing/Typing

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Directed. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning and decision-making are essential.

RESPONSIBILITY FOR WORK OF OTHERS

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Supervises a small group (3-7) of employees, usually of lower classifications. Assigns and checks work; assists and instructs as required and performs same work as those supervised, or closely related work, a portion of the time. Content of the work supervised is of non-technical nature, but presents numerous situations to which policies and precedents must be interpreted and applied.

Supervises the following departments: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$150,000 to \$1,000,000.

ACCURACY

Probable errors would normally not be detected in succeeding operations and could possibly affect organization-patron relationship, involve re-work, or additional expenditures in order to properly resolve the error. The possibility of such errors would occur quite frequently in performance of the job. May also cause inaccuracies or incomplete information that would be used in other segments of the organization as a basis for making subsequent decisions, plans, or actions.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is frequently required to sit, use hands to finger, handle, or feel, talk or hear; and occasionally required to stand, walk, reach with hands and arms, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

ADDITIONAL INFORMATION

EDUCATION and/or EXPERIENCE:

Associate's Degree from two-year College or technical school or equivalent and/or five years related experience and/or training; or equivalent combination of education and experience in lieu of post-secondary education.

SUPERVISORY RESPONSIBILITIES:

Supervises the Assistant Civil Process Bookkeeper and two secretary/receptionists assigned to this area. Carries out supervisory responsibilities in accordance with the County's policies and applicable laws. Responsibilities include: resolving problems, directing work, addressing complaints, time clock entries, and performance appraisals.

OTHER SKILLS and ABILITIES:

The individual should be a self-starter with a high level of organization and the ability to prioritize. He/she needs a high degree of concentration with a great deal of attention to detail. He/she must be capable of making decisions quickly and effectually with minimal supervision. He/she should possess moderate accounting skills and basic knowledge of the Judicial System and legal terminology. He/she must have knowledge of modern office practices, procedures, and equipment. Strong written and verbal communication skills for public relation responsibilities are needed to establish good rapport with individuals often under difficult circumstances. Knowledge of basic computer software such as Microsoft Excel, Microsoft Word, and the ability to adapt to changing software as needed.

WASHINGTON COUNTY
Job Evaluation

**Civil Process
Bookkeeper**

JOB TITLE: Civil Process Bookkeeper Supervisor

Factor	Basis for Rating	Current Rating	Proposed Rating	Points
1	<u>Experience-General</u> : Minimum time to become familiar with requirements of the job.	8	1	89
2	<u>Experience</u> : Minimum time to become familiar with management requirements of the job.	1	2	66
3	<u>Education</u> : Preliminary formalized training or self-development expressed in terms of equivalent formal education.	4	4	45
4	<u>Initiative & Ingenuity</u> : Measure of ability to proceed alone, make decisions within authority, & ability to comprehend assignment.	5	5	36
5	<u>Mental Demand</u> : Measure of degree of concentration and sensory alertness.	4	4	49
6	<u>Analytical Ability/Problem Solving</u> : Opportunity to apply analytical ability and self-starting thinking.	5	5	70
7	<u>Responsibility for Work of Others - Supervision</u> : Appraises responsibility for work and direction of others.	2	2	33
8	<u>Responsibility for Funds, Equipment, Property, Etc.:</u> Personal responsibility and accountability for receipt, storage, issue, or use.	5	5	48
9	<u>Responsibility for Accuracy</u> : Opportunity for and probable effect of errors.	5	5	57
10	<u>Accountabilities</u> : Freedom to act, monetary impact, & impact on end results.	8	8	90
11	<u>Contacts with Public</u> : Responsibility for effective handling of contacts.	5	5	80
12	<u>Contacts with Employees</u> : Responsibility for effective handling of contacts.	4	4	38
13	<u>Machine Operations</u> :	4	4	38
14	<u>Working Conditions</u> :	2	2	12
15	<u>Physical Demand</u> :	2	2	8
		726		759
	<u>Washington County Salary Grade Level</u>	16		17

Signed: _____

Date: October 23, 2018

Washington County Evidence Manager Job Description

Job Code:	15
Exempt:	No
Department:	Sheriff's Office
Reports To	Services Division Lieutenant
Location:	Sheriff's Office
Date Prepared:	October 11, 2018
Date Revised:	October 17, 2018

GENERAL DESCRIPTION OF POSITION

The incumbent manages the evidence and non-evidential property received from law enforcement personnel. Assures preserving the chain of custody is followed. Assist in maintaining the BAC Intoximeter EC/IR II operations according to Arkansas State Health Department Guidelines. Performs daily duties of receiving, maintaining, storing, transporting, releasing and disposing of evidence, and is responsible for the implementation and maintenance of records. Oversees the operation and the maintenance of the Mobile Video Recording system. Maintains the permanent prescription drug drop-off boxes and disposes of the drugs properly. Performs a variety of specialized and technical clerical and public contact duties for various police department areas, other law enforcement agencies, related criminal justice offices and the general public. Work is performed in accordance with federal and state laws plus established policies/procedures with considerable need for independent judgment and a high degree of accuracy.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Receives, reviews, catalogs, labels, tags, marks, packages, documents, and stores submitted property and evidence: safeguards integrity of the chain-of-custody.
2. Evaluates the worth of adjudicated evidence and unclaimed property in preparation of legal disposal and disbursement in accordance with state and local rules and regulations regarding property disposition.
3. Prepares evidence and court exhibits and testifies in court as required under subpoena.
4. Provides a variety of police related information to the public and governmental agencies, demonstrating professionalism, courtesy and discretion.
5. Receives requests from officer on call for special or specific information, follows up with appropriate information and relays the same back to the officer.
6. Composes a variety of correspondence, reports and other materials requiring independent judgment as to content, accuracy and completeness.
7. Conducts annual inventory of property and evidence storage areas to ensure the safeguarding of and accurate accounting of all items currently stored.
8. Maintains inventories and orders evidential departmental supplies and materials.

9. Attends meetings, training classes and conferences, and studies updated applicable reference materials in order to remain current on job-specific issues.
10. Provides absolute security of all evidence items.
11. Keeps current on County policies and procedures, and federal and state laws to ensure that the County is in compliance at all times.
12. Assist the Crime Scene Technicians with collection of evidence, crime scene photography and preserving the integrity of said crime scene.
13. Ensures hazardous materials and evidence is appropriately handled, identified, contained, stored, transported, tested, and legally disposed of according to Federal and State laws.
14. Prepares unreturnable items for disposal in a manner prescribed by department policies and procedures, court orders, federal laws and state statutes.
15. Receives large sums of cash from seizures, or lost and found situations. Prior to release, cash monies and court orders are verified for accuracy.
16. Responsible for receipts, examination, storage, inventory and disposal of all weapons. Files destruction orders along with any paperwork that is to be filed with the courts. This includes verifying criminal history of persons before the return of firearms.
17. Make periodic trips to Little Rock and Lowell to deliver and pick up evidence at the State Crime Lab(s) and to facilitate repairs of the BAC Intoximeter at the Arkansas Department of Health.
18. Routinely checks and empties the permanent drop-off boxes that contain scheduled drugs and non-scheduled drugs. Weighs, logs and stores the prescription drugs.
19. Properly destroys prescriptions drugs that are collected from the drug drop-off boxes.
20. Oversees the operations of the Mobile Video Recording system including refilling the Media bin with blank media. Properly storing and labeling all Media for evidence.
21. Responsible for ordering supplies for the Mobile Video Recording system.
22. Have in-depth knowledge of how to operate the Mobile Video equipment and be able to troubleshoot equipment problems. Contact manufacturer for tech support when needed.
23. Retrieve video from the Mobile Video Recording system, storing to media as evidence, to fulfill requests from prosecutors, attorneys, other law enforcement agencies and for FOIAs.
24. Oversees duties of part time employees (if assigned) and ensures quality of work.
25. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 years related experience and/or training, and 7 to 11 months related management experience, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to read, analyze, and understand common scientific and technical journals, financial reports, and legal documents; Ability to respond to complex or difficult inquiries or complaints from customers, regulatory agencies, or members of the business community.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Advanced: Other

Intermediate: Database

Basic: Alphanumeric Data Entry, Contact Management, Programming Languages, Spreadsheet

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations.

Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Directed. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning and decision-making are essential.

RESPONSIBILITY FOR WORK OF OTHERS

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Supervises a small group (1-3) of employees in the same or lower classification. Assigns and checks work; assists and instructs as required, but performs same work as those supervised, or closely related work, most of the time. Content of the work supervised is of a non-technical nature and does not vary in complexity to any great degree.

Supervises the following departments: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY

Probable errors would normally not be detected in succeeding operations and may have serious effects in relationships with patrons and/or with the operations of other segments of the organization. Frequent possibilities of error would exist at all times, since the above mentioned areas are inherent in the job.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Occasional use of highly complex machines and equipment; specialized or advanced software programs.

WORKING CONDITIONS

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, talk or hear; occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

ADDITIONAL INFORMATION

EDUCATION and/or EXPERIENCE:

Graduation from High School or GED with three years or more of law enforcement experience or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities. Must be 21 years of age or older. Must possess or be able to obtain by the time of hire a valid state driver's license without record of suspension or revocation in any state.

OTHER SKILLS and ABILITIES:

Must be able to read and write the English language. Submit to and pass a drug screen for illegal drugs (after job is offered). Must have thorough knowledge of modern law enforcement principles, procedures, techniques and equipment. Must have working knowledge of laboratory technique, and

classification systems. Considerable knowledge of evidence collection and maintenance, lost/found property maintenance and disposition practices, court procedures and crime lab packaging and procedures. Effective communication skills are required, must be able to follow verbal and written instructions. Perform detailed work with a high degree of accuracy. Work independently with minimal supervision. Analyze information and draw valid conclusions. Must be able to operate all associated equipment.

WASHINGTON COUNTY
Job Evaluation

**Evidence
Coordinator**

JOB TITLE: Evidence Manager

Factor	Basis for Rating	Current Rating	Proposed Rating	Points
1	<u>Experience-General</u> : Minimum time to become familiar with requirements of the job.	6	6	64
2	<u>Experience</u> : Minimum time to become familiar with management requirements of the job.	2	2	66
3	<u>Education</u> : Preliminary formalized training or self-development expressed in terms of equivalent formal education.	4	3	32
4	<u>Initiative & Ingenuity</u> : Measure of ability to proceed alone, make decisions within authority, & ability to comprehend assignment.	5	5	36
5	<u>Mental Demand</u> : Measure of degree of concentration and sensory alertness.	4	4	49
6	<u>Analytical Ability/Problem Solving</u> : Opportunity to apply analytical ability and self-starting thinking.	5	5	70
7	<u>Responsibility for Work of Others - Supervision</u> : Appraises responsibility for work and direction of others.	1	1	10
8	<u>Responsibility for Funds, Equipment, Property, Etc.</u> : Personal responsibility and accountability for receipt, storage, issue, or use.	4	4	32
9	<u>Responsibility for Accuracy</u> : Opportunity for and probable effect of errors.	6	6	70
10	<u>Accountabilities</u> : Freedom to act, monetary impact, & impact on end results.	7	7	70
11	<u>Contacts with Public</u> : Responsibility for effective handling of contacts.	4	4	57
12	<u>Contacts with Employees</u> : Responsibility for effective handling of contacts.	4	4	38
13	<u>Machine Operations</u> :	4	5	76
14	<u>Working Conditions</u> :	2	2	12
15	<u>Physical Demand</u> :	2	2	8
		665		690
	Washington County Salary Grade Level	15		15

Signed: _____

Date: October 23, 2018

Washington County Property Manager Job Description

Job Code:	11
Exempt:	No
Department:	Sheriff's Office
Reports To	Services Division Lieutenant
Location:	Sheriff's Office
Date Prepared:	October 11, 2018
Date Revised:	October 17, 2018

GENERAL DESCRIPTION OF POSITION

The Property Manager performs a variety of tasks relating to ordering, receiving, record keeping and distribution of required uniforms and related items to law enforcement personnel. Responsible for tracking and logging maintenance of law enforcement vehicles and keeping accurate records and providing end of the month reports to administrative personnel for review. Provides secretarial assistance such as: answers telephone, enters inventory data into computer and typing of reports as required. Researches for new vendors analyzing and comparing price lists to determine the best price, trying to reduce cost. Inspecting inventory to ensure sufficient supplies are on hand. Ensures all office functions are performed efficiently and in a professional and timely manner to maintain office continuity. Initiate and install new ideas for efficient operations. Ensure that each situation is handled according to County, State and Federal policies and guidelines. Works as a backup to the Evidence Manager. Provides check-in and check-out of evidence when the Evidence Manager is unavailable.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Maintain records of all specialized law enforcement equipment, valued at several million dollars, and uniforms and equipment issued to each officer.
2. Prepare monthly vehicle operation reports for administrative personnel to review.
3. Responsible for collecting, on a daily basis, miscellaneous paperwork pertaining to the Property Department along with uniform requests from all departments within the Sheriff's Office.
4. Responsible for the accuracy of information entered into the computer for maintenance of 150 assigned and unassigned units.
5. Responsible for the measuring and ordering of all new uniforms for new employees in accordance with established policies and procedures. Prepare uniforms to be sent to a tailor for alterations, repairs and to have patches sewn. Replace and maintain uniforms and equipment for over 300 Sheriff's Office personnel. This includes sometimes transporting defective equipment to be repaired or mailing defective equipment to the proper vendor. Properly organize and store all uniforms and equipment to be issued later.
6. Receive all uniforms and specialized law enforcement equipment from employees who terminate, properly document and issue receipts as required.
7. Responsible for maintaining a complete and accurate list of all vehicles and equipment that have been purchased.

8. Responsible for contacting suppliers to schedule or expedite deliveries and to resolve shortages, missed or late deliveries, and other problems.
9. Oversee inventory to ensure quantities are sufficient for needs, ordering more materials when necessary.
10. Research and compare prices and specifications in order to determine the best price among potential suppliers.
11. Locate suppliers, using sources such as catalogs and internet, and interview them to gather information about products to be ordered. Looking for ways to reduce costs, such as evaluating and analyzing costs of purchasing from various suppliers to arrive at the best deal.
12. Communicates directly, in person or on telephone, with employees answering their questions. Greet individuals entering the office, provide information, or direct them to the appropriate individual within the office.
13. Make appointments for repair of vehicles as requested. This includes setting up estimates for vehicle repair, sending out recall notifications and the storage of accident vehicles.
14. Make copies of all invoices and orders received and forward to accounts payable for payment.
15. Maintain office equipment in working condition. Call for service and/or repair as required.
16. Provide assistance to other office staff and perform miscellaneous duties as assigned by supervisor.
17. Conduct all liaison activities in a professional manner to ensure maximum cooperation between and among County and other agencies.
18. Ensure that all duties assigned are performed in an efficient and responsible manner according to office policy and procedures.
19. Check shipments when they arrive to ensure for soundness, condition, shortage or discrepancies, that goods meet specifications and verify delivery receipts against purchase orders.
20. Accept, record and maintain record system of physical evidence and lost/found property taken into custody by the Sheriff's Office when Evidence Manager is unavailable.
21. Release evidence and property when necessary and when the Evidence Manager is unavailable.
22. Assist Evidence Manager with the checking and emptying of the permanent drug drop off boxes that contains scheduled and non-scheduled drugs.
23. Assist Evidence Manager to properly destroy prescription drugs collected from the drug drop off boxes.
24. Complete all pre-request forms for vehicle maintenance, uniforms, and equipment before purchases are made. Obtain approval on form by sheriff, chief deputy, majors, or captains.
25. Request all purchase orders for vehicle maintenance, uniforms, and equipment as required in a manner compliant with all purchasing policies. Responsible for coordinating work to be completed with

employees and vendors and/or order the proper uniforms and equipment once purchase order is obtained.

Prepare and reconcile P-Card statement. Keep track of all P-card invoices; copy and submit them to the Accounts Payable/Purchasing Department in a timely manner.

Oversees duties of part time employees assigned to the office and ensures quality of work.

Responsible for notifying the proper personnel at the courthouse when county property is no longer usable and ready to be destroyed. After receiving confirmation from the courthouse personnel, it is then properly destroyed.

26. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 19 to 23 months related experience and/or training, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Must possess valid Driver's License.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Intermediate: Alphanumeric Data Entry, Contact Management, Database, Word Processing/Typing
Basic: Accounting, Spreadsheet

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under general supervision where standard practice enables the employee to proceed alone on

routine work, referring all questionable cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

RESPONSIBILITY FOR WORK OF OTHERS

Responsibility for work of others: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$150,000 to \$1,000,000.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

IMPACT ON END RESULTS

Modest impact. Job has some impact on the organizations end results, but still from an indirect

level. Provides assistance and support services that facilitates decision making by others.

PUBLIC CONTACT

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, talk or hear; occasionally required to stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; and ability to adjust focus.

ADDITIONAL INFORMATION

EDUCATION and/or EXPERIENCE:

Minimum of high school diploma or general education degree (GED) with some clerical/secretarial experience and/or word processing training; One year previous secretarial/clerical experience in general office skills preferred. Previous property clerk experience would be beneficial.

OTHER SKILLS and ABILITIES:

The incumbent should possess good communication skills, as frequent contact is required with the public and others. Also, should have knowledge of modern office practices, procedures, and equipment. The incumbent should also possess good organizational skills for prioritizing workloads. Clerical/Secretarial skills include knowledge of Microsoft Word, Excel, and software application

WASHINGTON COUNTY
Job Evaluation

JOB TITLE: Property Manager		Property Assistant		
Factor	Basis for Rating	Current Rating	Proposed Rating	Points
1	<u>Experience-General</u> : Minimum time to become familiar with requirements of the job.	4	4	44
2	<u>Experience</u> : Minimum time to become familiar with management requirements of the job.	0	0	0
3	<u>Education</u> : Preliminary formalized training or self-development expressed in terms of equivalent formal education.	3	3	32
4	<u>Initiative & Ingenuity</u> : Measure of ability to proceed alone, make decisions within authority, & ability to comprehend assignment.	4	4	29
5	<u>Mental Demand</u> : Measure of degree of concentration and sensory alertness.	4	4	49
6	<u>Analytical Ability/Problem Solving</u> : Opportunity to apply analytical ability and self-starting thinking.	4	4	46
7	<u>Responsibility for Work of Others - Supervision</u> : Appraises responsibility for work and direction of others.	0	0	0
8	<u>Responsibility for Funds, Equipment, Property, Etc.</u> : Personal responsibility and accountability for receipt, storage, issue, or use.	4	5	48
9	<u>Responsibility for Accuracy</u> : Opportunity for and probable effect of errors.	4	4	44
10	<u>Accountabilities</u> : Freedom to act, monetary impact, & impact on end results.	6	7	70
11	<u>Contacts with Public</u> : Responsibility for effective handling of contacts.	4	4	57
12	<u>Contacts with Employees</u> : Responsibility for effective handling of contacts.	4	4	38
13	<u>Machine Operations</u> :	4	4	38
14	<u>Working Conditions</u> :	2	2	12
15	<u>Physical Demand</u> :	2	2	13
		480		520
	Washington County Salary Grade Level	10		11

Signed: _____

Date: October 23, 2018

Washington County Warrants Records Clerk Job Description

5.8

Job Code:	9
Exempt:	No
Department:	Sheriff's Office
Reports To	Warrants Records Supervisor
Location:	Sheriff's Office
Date Prepared:	October 11, 2018
Date Revised:	October 17, 2018

GENERAL DESCRIPTION OF POSITION

The incumbent, under the supervision of the Warrants Records Supervisor, is responsible for maintaining an accurate record of all arrest warrants, researching, copying, and sending confidential information to in-house personnel, other law enforcement agencies, military divisions, insurance companies and the general public. Provides general secretarial assistance such as answering telephone, typing reports, photocopying, faxing, scanning and data entry. Ensure all office functions are performed efficiently and in a professional and timely manner to maintain office continuity.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Responsible for maintaining and keeping in proper order all confidential records and information in the records department. There are routinely over 40,000 records managed in this division.
2. Responsible for assisting in the daily operations of the Warrants Department including receiving, logging, entering, deleting and maintaining all county warrants and warrants for nine small town police departments. Ensures that approximately 10,000 warrants are accurate, limiting potential liability as a result of a wrongful arrest.
3. Secures and files all confidential juvenile arrest records pursuant to state law.
4. Maintains an Arkansas Crime Information Center (ACIC) Basic and Advanced certification. Access the National (NCIC) and Arkansas Crime Information Center database to obtain information and enter, delete and validate information within the systems. Maintain current and accurate validations on active entries on a monthly basis, all in accordance with ACIC/NCIC rules and regulations.
5. Responsible for providing accident reports, proofreading, making copies, and processing payments made for the reports that are requested by other law enforcement agencies, insurance companies, medical emergency services, and the general public.
6. Maintains a cooperative and accommodating relationship with the State and FBI, providing any information requested while conducting audits of county and small town warrants.
7. Supports prosecuting attorneys, probation parole officers, Department of Human Services, Department of Corrections, and other agencies by providing arrest records and information. Provides approximately 1,000 videos per year.
8. Work with other law enforcement agencies and Washington County Transport Department to ensure that hold/detainer records are maintained and wanted subjects are returned to Washington County in a timely manner.

9. Accountable for receiving and receipting in any monies taken in for services rendered such as copying, faxing, mailing and distribution of reports mailed to the public and insurance companies. Maintaining efficient records and securing money until given to proper department for deposit. Generally handles approximately \$2,000 on an annual basis.
10. Disseminates records and information to in-house personnel, other agencies and the public, according to policy.
11. Assists in arranging interviews between officers and detainees, and providing requested videos of the sessions.
12. Reviews, distributes, and processes Court Ordered Seals of arrest records, warrants, citations, and incident reports.
13. Files, protects and retrieves records, reports and other information contained on paper and in-house database.
14. Greets individuals entering office, provides information, and interacts with the public in a professional manner.
15. Ensure that all activities are professionally and ethically performed in accordance and within the law to protect the individual rights of all citizens in Washington County.
16. Secures and files all confidential juvenile arrest records pursuant to state law.
17. Complete monthly Arkansas Juvenile Justice and Delinquency report and submit to Arkansas Department of Human Services.
18. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 19 to 23 months related experience and/or training, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to utilize common sense understanding in order to carry out written, oral or diagrammed

instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Maintains an Arkansas Crime Information Center (ACIC) Basic and Advanced certification.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Intermediate: Database, Word Processing/Typing

Basic: Alphanumeric Data Entry, Contact Management, Spreadsheet

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under immediate supervision, performs general assignments of work, with periodic check of performance by supervisor.

PLANNING

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and which would not only affect the operating efficiency of the individual involved, but would also affect the work operations of other employees and/or clientele to a slight degree.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

RESPONSIBILITY FOR WORK OF OTHERS

Responsibility for work of others: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Regularly responsible for property where carelessness or error would result in only minor damage or minor monetary loss. Almost continuous care and attention is required when handling this property in order to prevent loss.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Generally controlled. General processes covered by established policies and standards with supervisory oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

PUBLIC CONTACT

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is frequently required to sit, use hands to finger, handle, or feel, talk or hear; and occasionally required to stand, walk, reach with hands and arms, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision.

ADDITIONAL INFORMATION

OTHER SKILLS and ABILITIES:

The incumbent should be able to organize work so as to work with minimal supervision. The incumbent must have knowledge of modern office practices, procedures, and equipment; have strong written and verbal communication skills for public relation responsibilities; have the ability to understand the Judicial System, accounting and bookkeeping skills; must possess the ability to establish good rapport with individuals often under difficult circumstances. The Records Clerk/Secretary should also possess machine skills for operating a calculator, word processor, and computer. Must have strong knowledge of how to enter and retrieve information into and from many different databases.

Washington County Civilian Animal Control Officer Job Description

Job Code:	13
Exempt:	No
Department:	Sheriff's Office
Reports To	Sergeant
Location:	Sheriff's Office and in the Field
Date Prepared:	October 11, 2018
Date Revised:	October 17, 2018

GENERAL DESCRIPTION OF POSITION

The Animal Control Officer, under the guidance and direction of a Corporal, is responsible for enforcing Washington County Codes and Ordinances and State Laws dealing with animals and animal control. The Animal Control Officer will carry out daily assignments, follow through on matters, and use independent judgment and training to take appropriate actions to deal with standard recurring situations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Enforce County and State animal regulations, including but not limited to, cruelty to animals, dangerous/vicious animals, and animal bites, including dogs, cats, livestock and fowl. Issue court summons when necessary.
2. Patrol assigned County areas, contain and pick-up stray, sick/injured, feral, and/or unwanted and captured domestic animals, transporting them to appropriate destination.
3. Perform emergency animal rescue service, emergency night call service when required.
4. Set traps to capture evasive animals.
5. Educate the public on proper animal care, wildlife problems, and animal control regulations.
6. Issue warnings/citations to animal owners found in violation of animal regulations.
7. Testify in court.
8. Prepare and maintain necessary reports and records.
9. Perform routine vehicle and equipment maintenance.
10. Tranquilize dangerous/vicious animals in a safe, humane manner as authorized by supervisor.
11. Destroy dangerous/vicious animals in a safe, humane manner as authorized by supervisor.
12. Respond to and investigate complaints from citizens concerning domestic or wild animals.
13. Maintain driver's license, vehicle license, and identification on motor vehicle equipment and determine status of equipment.

14. Investigate vicious dog complaints, complete reports and document in the manner prescribed.
15. Investigate all animal bite reports and ensure that the necessary paperwork is forwarded to the local unit of the State Health Department.
16. Provide residents with appropriate forms to register certain types of animals, and ensure that all wild exotic animals of a vicious and ferocious nature are registered with the Sheriff's Office/Animal Control Department and inspect all residences to ensure the proper care is given.
17. Ensure owners have proper enclosures for the animals being harbored according to state laws regarding these breeds of animals.
18. Ensure that rabies control regulations are enforced. Assist with rabies quarantine procedures.
19. Investigate all animal cruelty complaints and document the action taken.
20. Transport stray animals to the appropriate location, schedule animals to be picked up, render first aid to injured animals and transport to a designated animal care facility and document the action in the complaint.
21. Ensure the animal control vehicle and equipment is properly maintained, cleaned, and sanitized at designated intervals.
22. Participate in public education and public relation programs for animal control awareness, as required.
23. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 2 years related experience and/or training, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization. Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only

limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Basic: Alphanumeric Data Entry, Contact Management, Database, Spreadsheet, Word Processing/Typing

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

RESPONSIBILITY FOR WORK OF OTHERS

Responsibility for work of others: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious

situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Occasional use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, etc.)

WORKING CONDITIONS

Outside or inside working environment, wherein there are potential hazardous working conditions and life-threatening situations exist (fire, chemicals, electrical sources, heights, dangerous people, etc.) part of the time.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is regularly exposed to outdoor weather conditions; occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, risk of radiation, vibration. The noise level in the work environment is usually loud.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations

may be made to enable individuals with disabilities to perform the essential functions and expectations.

Highly repetitive, low physical. Highly repetitive type of work which requires concentration in the performance of tasks for consistent time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, talk or hear, taste or smell; and occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

ADDITIONAL INFORMATION

EDUCATION and/or EXPERIENCE:

Graduation from High School or GED. The incumbent must have the ability to successfully complete 120 hours of the National Animal Control Academy (NACA). The incumbent must have the ability to be certified in proper euthanasia techniques, proper bite stick usage, proper use of the Chemical Immobilization Equipment, and proper animal first-aid. The incumbent should have the knowledge and expertise to investigate and assist in the prosecution of crimes involving animals.

OTHER SKILLS and ABILITIES:

Must not have a criminal record of any kind and before selection into this position, must be able to withstand a complete background investigation. This person must also be proficient in the use of a calculator, computer, vehicle, and radio.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee regularly works in outside weather conditions. The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, animal borne illness and diseases, insect bites and infection / illness associated with them, risk of electrical shock, risk of radiation, vibration, and death. The noise level in the typical work environment is moderate to loud. Work involves an element of personal danger and high levels of physical, emotional and mental stress to deal with people in various situations.

Washington County 911 Communications Director Job Description

Job Code:	23
Exempt:	Yes
Department:	Sheriff's Office
Reports To	Enforcement Major
Location:	Sheriff's Administration Building
Date Prepared:	September 29, 2016
Date Revised:	October 23, 2018

GENERAL DESCRIPTION OF POSITION

This is a highly responsible, specialized position of an administrative and supervisory nature over the Washington County Sheriff's Office 911 Communications Center. The 911 Communications Director is responsible for overseeing the day-to-day operations, special events and unexpected emergency events for 911 operations. Specific duties include managing the staffing for the 24/7 Public Safety Answering Point (PSAP); developing and creating strategies for efficiency; overseeing equipment upgrades and maintenance contracts involving various emergency communication equipment; assisting in recommendations for the yearly communications budget; reviewing monthly p-card expenditures; interviewing, hiring and training staff involving staff development.

This position directly supervises (3) 911 Communication Specialist Supervisors and indirectly supervises (17) 911 Communication Specialists. The 911 Communications Director is the primary point of contact for the Sheriff's Office 911 Public Safety Answering Point (PSAP). This position is responsible for managing and directing all aspects of a public safety communications center. Ensures the center runs smoothly and officer safety is of the highest priority. Maintains communications equipment, including radios and computer consoles to ensure all calls for service are responded to by the appropriate personnel in a safe, prompt, efficient manner. Work is performed under the general direction of the Enforcement Major, Chief Deputy and Sheriff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Manage and direct the overall operations of the 911 communications center making sure it is running in an efficient manner. Includes, ensuring all calls for service are promptly and efficiently handled by communications personnel and are transmitted or transferred to the appropriate emergency dispatch agency according to current policies and procedures.
2. Supervise personnel who handle life and death situations on a daily basis and situations that could incur great liability if not handled properly.
3. Supervise personnel responsible for ensuring the Computer Mapping System is current and remains up to date. This ensures emergency services personnel will be able to find locations and arrive on the scenes in a timely manner.
4. Supervise personnel responsible for Arkansas Crime Information Center/National Crime Information Center (ACIC/NCIC) entry and deletion of warrants, orders of protection, missing persons, runaway juveniles, stolen property and impounded vehicles, and articles for Washington County Sheriff's Office and 10 Small Town Police Departments. These personnel must make entries and deletions according to State and Federal law.

5. Supervise personnel responsible for the Computer Aided Dispatch system database maintenance. These personnel must continually update data to ensure the system is used to its full potential.
6. Maintain statistics on all 911 calls, officer calls for service, ACIC statistics, jury lists and prosecutor lists. This assists Sheriff's Office departments with scheduling and budgeting.
7. Prepares monthly reports of shift activity and statistical records for the Quorum Court, Sheriff, small town police agencies and supervisory personnel.
8. Manage supervisors responsible for handling assigned personnel problems and complaints involving the communications center.
9. Plan and organize the day to day operations of the communications center to include preparation of yearly budget, purchasing, payroll, scheduling, compiling statistics, responsible for maintenance for the computer aided dispatch system and scheduling maintenance of all Sheriff's Office communication equipment which includes equipment at the Sheriff's Office, as well as remote tower sites.
10. Ensure all Federal Communications Commission radio licenses for the Sheriff's Office are renewed in a timely manner through the Department of Emergency Management. Ensure the radio system is operational at all times and is responsible for all equipment in the communications center.
11. Ensure all emergency personnel working in the 911 communication center complete the mandatory Basic Telecommunicator Course either through the Arkansas Law Enforcement Training Academy (ALETA) or Associations Public Safety Communications Officials (APCO) Public Safety Telecommunicator 1 (PST1) training according to Arkansas SB977 (ACT 919).
12. Ensure training program that is (APCO) Project 33 Certified remains current and up-to-date according to APCO Minimum Training Standards for Public Safety Telecommunicators APCO ANS 3.103.2-2015. Maintain records of all training that has been received and completed to ensure re-certification deadlines are met.
13. Function as ACIC "Site Representative" and attend related meetings. Ensure all certified ACIC Basic, ACIC Advanced and CJIS personnel conduct operations and disseminate information within the guidelines of ACIC/NCIC rules and regulations and Arkansas State Law. Ensure all certified ACIC Basic, Advanced and Criminal Justice Information Services (CJIS) personnel remain current in their certification. Oversee the validation of all records entered into ACIC/NCIC in a timely manner and responsible for all audits of ACIC/NCIC records entered by this agency.
14. The 911 Communications Director works closely with the 911 Emergency Management Director to provide all the necessary training, information, supplies, etc. and to ensure all 911 calls are handled in accordance with the Washington County 911 Rules and Regulations.
15. Function as the liaison between the Washington County Sheriff's Office and Washington County Department of Emergency Management as well as other agencies as it relates to the communication center, which includes attending monthly PSAP manager meetings, and meetings with area police chiefs, etc.
16. Ensure quality control and quality improvement is maintained for all calls for service received by the 911 Communication Specialists.
17. Develop and update the communications policy and procedures manual and make recommendations to the Sheriff for policy changes or reviews.

18. Disseminate information to the news media in accordance with 911 regulations and Arkansas Freedom of Information Act.
19. Serve as project manager on assigned special projects for the Sheriff's Office, which includes the ability to write formal bids, request for proposals, and negotiate contracts.
20. Perform supervisory responsibilities, which include interviewing, testing potential employees, hiring, and training employees; planning, assigning, and directing work; performing job evaluations, rewarding and disciplining employees as well as making recommendations to the Sheriff's staff regarding employee disciplinary matters. Carry out supervisory responsibilities in accordance with County's policies and applicable laws.
21. Responsible for overseeing the communications recording system for the Sheriff's Office and ensuring it is operational at all times, recording all radio traffic channels, 911 telephone lines and administration telephone lines;.
22. Attend Sheriff's Staff Meetings.
23. Must be on call 24 hours-a-day, 7 days-a-week.
24. Must attend in-state and out-of-state conferences and classes for continuing education to stay abreast of 911 Communications technology and skills.
25. Responsible for the Purchase Cards (3 P-Cards) accounts for the communications center. Keeps receipts and reconciles monthly statements.

Responsible for completing PSAP yearly report for submission to the Emergency Service Telephone Board (ETSB).

May be required to perform all 911 Communication Specialist duties during staffing shortages.

May be required to speak in front of large groups of people.
26. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Broad knowledge of such fields as accounting, marketing, business administration, finance, etc. Equivalent to a four year college degree, plus 5 years related experience and/or training, and 4 years related management experience, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Ability to obtain the Basic Telecommunicator Course certification in accordance with Arkansas Law or Associations of Public Safety Communications Officials Basic Telecommunicator Course (APCO PST1) certification.

Ability to obtain Arkansas Crime Information Center (ACIC) Basic and Advanced training in accordance with ACIC/NCIC rules and regulations.

Ability to obtain Communications Training Officer (CTO) certification.

Ability to obtain Supervisor Training Course certification.

Ability to obtain Instructor Certification Specializing in Telecommunications.

Ability to obtain Registered Public Safety Leader (RPL) certification issued by the Association of Public Safety Communications Officials.

Ability to obtain an Emergency Number Professional (ENP) certification issued by the National Emergency Number Association (NENA)

Ability to obtain Incident Command System (ICS) certification for ICS 100, 200, 300, 400, 700, and 800.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Advanced: Contact Management

Intermediate: Database

Basic: Alphanumeric Data Entry, Spreadsheet, Word Processing/Typing

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

MENTAL DEMAND

Very close mental demand. Operations requiring very close and continuous attention for control of

operations which require a high degree of coordination or immediate response. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Oversight. Activities covered by expansive policies and objectives, and oversight as to execution and review. High order of analytical, interpretative, and constructive thinking in varied situations covering multiple areas of the organization.

RESPONSIBILITY FOR WORK OF OTHERS

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Supervises a large group (16-25) of employees who are engaged in similar activities.

Supervises the following departments: Communications

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$150,000 to \$1,000,000.

ACCURACY

Probable errors would normally not be detected in succeeding operations and may have serious effects in relationships with patrons and/or with the operations of other segments of the organization. Frequent possibilities of error would exist at all times, since the above mentioned areas are inherent in the job.

ACCOUNTABILITY

FREEDOM TO ACT

Moderately directed. Freedom to act is given by upper level management guided by general policies and objectives that are reviewed by top management.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Extensive contacts with various diversified sectors of the public environment; wherein, the contacts are

of extreme importance and failure to exercise proper judgment can lead to substantial losses to the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Disagreeable working conditions. Continuously exposed to several elements such as, noise, intermittent standing, walking; and occasional pushing, carrying, or lifting.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is regularly required to stand, sit, use hands to finger, handle, or feel, reach with hands and arms, talk or hear; occasionally required to walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; color vision; and ability to adjust focus.

ADDITIONAL INFORMATION

SUPERVISOR QUALIFICATIONS

1. At least five years of communication dispatching experience.
2. At least three years supervisory experience with strong leadership skills.
3. Experience or other qualifications that demonstrate strong decision making skills, excellent interpersonal communication and conflict resolution skills, and the ability to successfully supervise, motivate, correct, train and evaluate assigned personnel.
4. Candidates applying for this position must successfully pass all components of the selection process which includes but is not limited to:
 - a). Candidate screening
 - b). Oral interviews

EDUCATION AND EXPERIENCE

High School diploma or GED. Five years or more of Public Safety related experience, with at least three years of supervisory experience with strong leadership skills.

OTHER SKILLS

1. Operate a keyboard efficiently
2. Effectively communicate in both oral and written form
3. Organize work and routes by priority to meet specified deadlines
4. Exceptional skills in the use of a standard keyboard and computer workstation

ABILITIES

1. Ability to lead, organize and review work of communications staff.
2. Ability to interpret, explain, and enforce department policies and procedures.
3. Ability to resolve difficult citizen inquiries and complaints.
4. Ability to work through situations involving authority, leadership and meeting deadlines.
5. Gain and maintain a thorough geographical knowledge of Washington County including small towns, location of major roadways, landmarks and jurisdictional boundaries.
6. Read, understand and interpret complex maps.
7. Remain flexible and adapt to changing circumstances, demands during variety of emergency situations and to maintain emotional composure, organization of work and accurate productivity during periods of stress and high activity.
8. Memorize radio codes, signals, employee names and badge numbers.
9. Hear multiple conversations simultaneously, distinguishing between voices and sources to obtain relevant information quickly and accurately.
10. Speak clearly, distinctly, concisely and correctly over the radio and telephone.
11. Type on computer keyboards while reading from protocol and/or talking on the radio, and operate mouse and foot controls while conversing on the radio and/or telephone.
12. Make immediate decisions and react in a quick, calm, controlled and effective manner in all emergency situations.
13. Interpret and apply rules, regulations, policies and procedures utilized in public safety dispatching.
14. Be reliable and dependable to report to work as scheduled.
15. Willingness to maintain respectful working relationships with co-workers, supervisors, public safety agencies, and the general public.

WORKING CONDITIONS

Work environment is in an enclosed area with artificial lighting and involves sitting at a telephone/radio/computer work station for extended periods of time. It will also contain periods of high activity and emotional events countered with periods of low activity. Noise levels that may cause distractions; limited opportunity for physical movement. Must be able to remain alert and responsive under low lighting and extremely demanding conditions. Must have adequate hearing and manual dexterity in order to perform the essential job functions proficiently.

MENTAL DEMAND

Must be able to quickly obtain, remember information and specific details from callers and officers without errors. The ability to concentrate on a task over a period of time without being distracted. Must be able to focus on the information provided by the caller in the presence of background noise and static. Work involves communicating with distraught, disoriented, argumentative, abusive, mentally disabled or disturbed and uncooperative individuals and requires explicit gathering of essential information through verbal communications while maintaining composure and providing good customer service.

DECISION MAKING

Make accurate, sound decisions and quickly reacts positively under stressful conditions which typically entail the life or well-being of a citizen or officer. Use logic and reasoning to analyze, understand, and evaluate complex emergency situations.

COMMUNICATION SKILLS

Ability to communicate ideas effectively, including the preparation of reports and logs. Ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy in a confidential manner and verbally solicit and obtain relevant information through radio and telephone communications. Ability to hear and retain detailed information.

WASHINGTON COUNTY
Job Evaluation

**Dispatch
Manager**

JOB TITLE: 911 Communications Director

Factor	Basis for Rating	Current Rating	Proposed Rating	Points
1	<u>Experience-General</u> : Minimum time to become familiar with requirements of the job.	8	8	89
2	<u>Experience</u> : Minimum time to become familiar with management requirements of the job.	6	7	265
3	<u>Education</u> : Preliminary formalized training or self-development expressed in terms of equivalent formal education.	5	5	70
4	<u>Initiative & Ingenuity</u> : Measure of ability to proceed alone, make decisions within authority, & ability to comprehend assignment.	6	6	50
5	<u>Mental Demand</u> : Measure of degree of concentration and sensory alertness.	5	5	70
6	<u>Analytical Ability/Problem Solving</u> : Opportunity to apply analytical ability and self-starting thinking.	6	7	200
7	<u>Responsibility for Work of Others - Supervision</u> : Appraises responsibility for work and direction of others.	5	5	100
8	<u>Responsibility for Funds, Equipment, Property, Etc.</u> : Personal responsibility and accountability for receipt, storage, issue, or use.	4	5	48
9	<u>Responsibility for Accuracy</u> : Opportunity for and probable effect of errors.	6	6	70
10	<u>Accountabilities</u> : Freedom to act, monetary impact, & impact on end results.	9	9	110
11	<u>Contacts with Public</u> : Responsibility for effective handling of contacts.	6	7	130
12	<u>Contacts with Employees</u> : Responsibility for effective handling of contacts.	5	5	49
13	<u>Machine Operations</u> :	4	4	38
14	<u>Working Conditions</u> :	4	4	26
15	<u>Physical Demand</u> :	2	2	8
		1170		1323
	Washington County Salary Grade Level	21		23

Signed: _____

Date: October 23, 2018

Washington County

911 Communications Specialist Supervisor

Job Description

Job Code:	17
Exempt:	No
Department:	Sheriff's Office
Reports To	911 Communications Director
Location:	Sheriff's Office
Date Prepared:	October 11, 2018
Date Revised:	October 16, 2018

GENERAL DESCRIPTION OF POSITION

This position serves as a working supervisor and performs all key tasks and duties of the 911 Communication Specialist on a daily basis, as well as performing the duties as a shift supervisor for (2 to 5) 911 Communication Specialists. The 911 Communication Specialist Supervisor is distinguished from that of a 911 Communications Specialist by the supervisory work performed. The 911 Communications Specialist Supervisor oversees the day-to-day operations, activities and personnel on an assigned shift to ensure compliance of established guidelines, procedures, and policies are followed. Provide technical assistance to staff, resolve minor work or personnel problems, and give input regarding discipline, training and duty reassignments. The 911 Communication Specialist Supervisor directs and supervises personnel, including assigning and delegating work projects, scheduling employees to ensure proper staffing levels are maintained, and performance management including evaluating work performance, coaching, mentoring and/or implementing corrective action for performance and conduct issues. Supervisors plan and carry out work independently and are expected to resolve problems in accordance with instructions, policies, procedures and applicable laws and regulations under the general supervision of the 911 Communications Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Effectively perform all functions and duties of a 911 Communication Specialist in addition to providing leadership, guidance and training to all communication personnel.
2. Identify issues and implement basic corrective actions including verbal and written warnings, discussing the need for further corrective action with the 911 Communications Director.
3. Monitor 911 Communication Specialists to ensure all calls for service and radio traffic are handled per policy and procedure in an efficient manner.
4. Perform monthly quality assurance checks by reviewing entered calls for service and radio traffic to ensure set standards are maintained at the highest level.
5. Work with patrol supervisors and officers in charge (OIC) to ensure that pending calls and emergencies are handled in a timely manner.
6. Oversee 911 Communication Specialists to ensure assigned dispatch duties are taken care of daily.
7. Must have a broad understanding of all emergency dispatch equipment to be able to troubleshoot any equipment problems that may arise and notify the 911 Communications Director.
8. Participate in the hiring process and make recommendations for new hires.

9. Must be on-call and available to work when needed to ensure all shifts are covered.
10. Manage and enter assigned shift time. Approve and ensure coverage for requested personnel time off.
11. Oversee and evaluate the training of new personnel. Ensure Daily Observations Reports (DORS) are being completed and turned in daily to the 911 Communications Director. Evaluate the progress of new personnel to ensure trainees are progressing and training paperwork is being completed.
12. Monitor the emotional state of staff on duty; react appropriately to personnel needs in emergency and routine situations.
13. Notify service providers and vendors of equipment and system failure to ensure equipment is repaired.
14. Assist the 911 Communications Director during ACIC/NCIC audits.
15. Inventory and order supplies monthly for the Communication Center.
16. Review, correct and write recommended policies and procedures for the Communication Center.
17. Review, correct and update Communications Training Program and ensure continued education is being completed.
18. Represent the department professionally while attending meetings with the public, representatives of other agencies, departments and committees.
19. Attend conferences, seminars and other trainings for professional development.
20. Train new personnel from start to finish.
21. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 2 years related experience and/or training, and 7 to 11 months related management experience, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization. Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Ability to obtain all National Incident Management System (NIMS) training requirements.

Ability to obtain the Basic Telecommunicator Course certification in accordance with Arkansas Law or Associations of Public Safety Communications Officials Basic Telecommunicator Course (APCO PST1) certification.

Ability to obtain Arkansas Crime Information Center (ACIC) Basic and Advanced training in accordance with ACIC/NCIC rules and regulations.

Ability to obtain Communications Training Officer (CTO) certification.

Ability to obtain Supervisor Training Course certification.

Ability to obtain Instructor Certification Specializing in Telecommunications.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Not indicated.

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Directed. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning

and decision-making are essential.

RESPONSIBILITY FOR WORK OF OTHERS

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Supervises a small group (3-7) of employees, usually of lower classifications. Assigns and checks work; assists and instructs as required and performs same work as those supervised, or closely related work, a portion of the time. Content of the work supervised is of non-technical nature, but presents numerous situations to which policies and precedents must be interpreted and applied.

Supervises the following departments: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of highly complex machines and equipment; specialized or advanced software programs.

WORKING CONDITIONS

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, reach with hands and arms, talk or hear; occasionally required to walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; color vision; and ability to adjust focus.

ADDITIONAL INFORMATION

QUALIFICATIONS AND REQUIREMENTS

1. Pass an intensive background check.
2. 18 years of age or older at time of hire with no felony convictions.
3. Valid Driver's License.
4. Pass all pre-employment dispatch, typing (minimum of 35 wpm), spelling and grammar tests.
5. Pass The National Dispatcher Selection Test with a minimum score of 70%. The test measures Reading Comprehension, Listening, Problem Solving, Prioritizing and Multi-tasking.
6. Pass all oral interviews.
7. Requires the knowledge of English grammar, vocabulary skills and spelling sufficient to prepare and maintain calls for service.
8. Complete and pass the approximately six to eight month training program before the employee will be allowed to work solo without the guidance of a Certified Training Officer (CTO). The training program covers the following topics:
 - a). General Policies and Procedures
 - b). Resources and Washington County and Small Town Geography
 - c). Terminology
 - d). Communications Equipment
 - e). Computer Aided Dispatch (CAD)

- f). Sheriff's Office Management System (SOMS)
- g). Arkansas Crime Information Center (ACIC), National Crime Information Center (NCIC)
- h). Call Processing, emergency and non-emergency call taking
- i). 911 Emergency lines
- j). Police dispatching

9. Required to maintain the ability to work weekends, holidays, evening and night work schedules to ensure adequate staffing for a 24-hour operation. The days and hours of each shift may vary based on the needs of the center. The ability to work overtime is a required job function after training is complete.

10. Required to report to work during inclement weather conditions and during natural and manmade disasters.

SUPERVISOR QUALIFICATIONS

1. At least two or more years of communication dispatching experience or comparable supervisory experience.

2. Experience or other qualifications that demonstrate strong decision making skills, excellent interpersonal communication and conflict resolution skills, and the ability to successfully supervise, motivate, correct, train and evaluate assigned personnel.

3. Candidates applying for this position must successfully pass all components of the selection process which includes but is not limited to:

- a). Candidate screening
- b). Candidate test
- c). Oral interviews

EDUCATION AND EXPERIENCE

High School diploma or GED. At least two or more years of communication dispatching experience or comparable supervisory experience.

COMMUNICATION SKILLS

Ability to communicate ideas effectively, including the preparation of reports and logs. Ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy in a confidential manner and verbally solicit and obtain relevant information through radio and telephone communications. Ability to hear and retain detailed information.

CRITICAL THINKING SKILLS

The ability to solve urgent problems and deal with a variety of unknown emergencies or high priority variables in situations where only limited time exists.

MENTAL DEMAND

Must be able to quickly obtain, remember information and specific details from callers and officers without errors. The ability to concentrate on a task over a period of time without being distracted. Must be able to focus on the information provided by the caller in the presence of background noise and static. Work involves communicating with distraught, disoriented, argumentative, abusive, mentally disabled or disturbed and uncooperative individuals and require explicit gathering of essential information through verbal communications while maintaining composure and providing good customer service.

WORKING CONDITIONS

Work environment is in an enclosed area with artificial lighting and involves sitting at a telephone/radio/computer work station for extended periods of time. It will also contain periods of high activity, and emotional events countered with periods of low activity. Noise levels that may cause

distractions; limited opportunity for physical movement. Must be able to remain alert and responsive under low lighting and extremely demanding conditions. Must have adequate hearing and manual dexterity in order to perform the essential job functions proficiently.

OTHER SKILLS

1. Operate a keyboard efficiently.
2. Effectively communicate in both oral and written form.
3. Organize work and routes by priority to meet specified deadlines.
4. Exceptional skills in the use of a standard keyboard and computer workstation.

ABILITIES

1. Ability to lead, organize and review work of communications staff.
2. Ability to interpret, explain, and enforce department policies and procedures.
3. Ability to resolve difficult citizen inquiries and complaints.
4. Ability to work through situations involving authority, leadership and meeting deadlines.
5. Gain and maintain a thorough geographical knowledge of Washington County including small towns, location of major roadways, landmarks and jurisdictional boundaries.
6. Read, understand and interpret complex maps.
7. Remain flexible and adapt to changing circumstances, demands during variety of emergency situations and to maintain emotional composure, organization of work and accurate productivity during periods of stress and high activity.
8. Memorize radio codes, signals, employee names and badge numbers.
9. Hear multiple conversations simultaneously, distinguishing between voices and sources to obtain relevant information quickly and accurately.
10. Speak clearly, distinctly, concisely and correctly over the radio and telephone.
11. Type on computer keyboards while reading from protocol and/or talking on the radio, and operate mouse and foot controls while conversing on the radio and/or telephone.
12. Make immediate decisions and react in a quick, calm, controlled and effective manner in all emergency situations.
13. Interpret and apply rules, regulations, policies and procedures utilized in public safety dispatching.
14. Be reliable and dependable to report to work as scheduled.
15. Willingness to maintain respectful working relationships with co-workers, supervisors, public safety agencies, and the general public.

WASHINGTON COUNTY
Job Evaluation

**Lead
Dispatcher**

JOB TITLE: 911 Communications Specialist Supervisor

Factor	Basis for Rating	Current Rating	Proposed Rating	Points
1	<u>Experience-General</u> : Minimum time to become familiar with requirements of the job.	5	5	54
2	<u>Experience</u> : Minimum time to become familiar with management requirements of the job.	2	2	66
3	<u>Education</u> : Preliminary formalized training or self-development expressed in terms of equivalent formal education.	3	3	32
4	<u>Initiative & Ingenuity</u> : Measure of ability to proceed alone, make decisions within authority, & ability to comprehend assignment.	4	6	50
5	<u>Mental Demand</u> : Measure of degree of concentration and sensory alertness.	4	4	49
6	<u>Analytical Ability/Problem Solving</u> : Opportunity to apply analytical ability and self-starting thinking.	5	5	70
7	<u>Responsibility for Work of Others - Supervision</u> : Appraises responsibility for work and direction of others.	3	2	33
8	<u>Responsibility for Funds, Equipment, Property, Etc.</u> : Personal responsibility and accountability for receipt, storage, issue, or use.	3	4	32
9	<u>Responsibility for Accuracy</u> : Opportunity for and probable effect of errors.	4	4	44
10	<u>Accountabilities</u> : Freedom to act, monetary impact, & impact on end results.	6	7	70
11	<u>Contacts with Public</u> : Responsibility for effective handling of contacts.	4	5	80
12	<u>Contacts with Employees</u> : Responsibility for effective handling of contacts.	4	4	38
13	<u>Machine Operations</u> :	6	6	120
14	<u>Working Conditions</u> :	2	2	12
15	<u>Physical Demand</u> :	3	3	13
		714		763
	Washington County Salary Grade Level	16		17

Signed: _____

Date: October 23, 2018

Washington County 911 Communications Specialist Job Description

Job Code:	14
Exempt:	No
Department:	Sheriff's Office
Reports To	911 Communications Specialist Supervisor
Location:	Sheriff's Office
Date Prepared:	October 11, 2018
Date Revised:	October 17, 2018

GENERAL DESCRIPTION OF POSITION

The 911 Communication Specialist is a unique position due to the specialized knowledge, skills and training that are required to be able to excel in this type of profession. The 911 Communications Specialist is an emergency professional and the first point of contact for citizens where life and property are threatened and need immediate emergency assistance from police, fire or medical services. This is a high-intensity occupation where working fast paced, stressful, life and death emergency decisions will be made daily. The 911 Communication Specialist is responsible for answering both 911 emergency and non-emergency lines, creating a call for service (CFS), typing "live" accurate information from the caller, while sending the appropriate emergency responders to the correct location. Time is always critical, so multi-tasking skills are a must when dispatching all types of calls. Requires operating a multi-channel emergency radio system to dispatch emergency responders, while transmitting information and messages upon request, according to policies and procedures. This position monitors public safety units in the field, retrieves and enters pertinent data into ACIC/NCIC computer systems, operates 911 emergency equipment, TDD/TTY and other related communications equipment.

The 911 Communication Specialist is the first person "on the scene" and a vital link in an emergency, ensuring detailed, immediate and accurate information is communicated between all responders, affecting the safety of both the citizen in need and all responding personnel. Through the actions of the Communication Specialist, lives are saved and property protected while assisting the public in their time of need.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provide and maintain a positive customer service attitude at all times with public, co-workers and supervisors.
2. Responsible for operating a communications console and related communications equipment while answering incoming 911 emergency and non-emergency phone calls and collecting accurate information from callers, then disseminating that information to responding emergency units or agencies.
3. Responsible for questioning callers to determine their locations, nature of the problem and type of response needed while providing pre-arrival instructions where needed.
4. Washington County Police Channel Dispatch A: Dispatch and monitor all radio traffic generated by police, fire or medical related calls for service and self-initiated activity. This includes "directing the net" during an emergency situation and being able to determine when calls should be held when higher

priority calls come in. All radio transmissions must be logged into the Computer Aided Dispatch (CAD) system in real time.

5. Washington County Small Town Police Channel Dispatch A: Dispatch and monitor all radio traffic generated by 10 law enforcement small town agencies within Washington County related to police, fire or medical calls for service and self-initiated activity. This includes "directing the net" during emergency situations and being able to determine when calls should be held when higher priority calls come in. All radio transmissions must be logged into the Computer Aided Dispatch (CAD) system in real time.

6. Washington County Police Channel Dispatch B: Is a secondary channel used by civil process and transport deputies. Civil process deputies will be checking out at locations regarding serving civil papers, protection orders and execution of evictions (move outs). Transport deputies will transport prisoners from the detention center to court, doctor appointments and other detention or state prison facilities locally or across the United States. Officer safety checks on transport units must be completed via telephone or radio due to "High Risk Inmate Transport". This channel handles non-emergency radio traffic during emergency situations when the main Washington County Dispatch A or Washington County Small Town Dispatch A channel has the "net directed" for emergency traffic. ACIC radio traffic can also be performed on this channel. All radio transmissions must be logged into the Computer Aided Dispatch (CAD) system in real time.

7. 911 Public Safety Answering Point (PSAP): Answer all 911 calls for Washington County Sheriff's Office, including, police, fire and medical calls. Must know policies and procedures for call processing and be able to mentally handle these types of calls i.e., officer involved shooting or a death of an officer, suicide, domestic violence, motor vehicle accident with severe injury or fatality, armed robbery, child sexual assault, homicide, natural disaster, unexpected death of a child. Must be able to handle callers who are under the influence of drugs or alcohol, obscene, irate and mentally impaired. Emergency lines should be answered within 6 seconds. Must be able to interpret and verify map data when a 911 wireless call is received to ensure responders are being sent to the correct location. Washington County Sheriff's Office answers approximately 9,000 emergency calls yearly.

8. Monitor Smart911/Rave Panic Button to see if the caller has created a profile that will give the 911 Communication Specialist additional information i.e., medical conditions, property details, utilities, access to the residence, floor layout, vehicle information, and emergency contacts. If the caller is not able to talk, a message can be sent to check their welfare. The Rave Panic Button is activated when there is an "Active Shooter" heard or seen on a school campus. Once the button is pushed, a call is sent to the 911 Public Safety Answering Point (PSAP), so emergency responders can be dispatched.

9. Washington County Sheriff's Office Business Lines- must be able to answer multiple phones lines virtually at the same time and determine if the caller has an emergency with the goal of answering all business lines by the 3rd ring. Responsible for asking appropriate questions to determine if police, fire or medical dispatch is necessary. Requires placing calls on hold in the order of priority and transferring calls to the appropriate agency, if needed. Washington County Sheriff's Office answers over 181,000 non-emergency calls yearly.

10. Monitors and operates TDD/TTY to communicate with callers who have hearing and/or speech disabilities.

11. Knowledgeable on when an interpreter is needed and the proper use of the language line.

12. Queries, enters, modifies and clears information in local, state and national computerized databases such as the Arkansas Crime Information Center (ACIC), National Crime Information Center

(NCIC) pertaining to arrest warrants, driver record, criminal history, stolen property, missing persons, violent persons and protection orders.

13. Relay information from the ACIC/NCIC computer networks regarding wanted person, stolen property, vehicle registration, stolen vehicles, protection orders, criminal histories, parolees, and officer safety information to officers in the field.

14. Maintain current and accurate validations on active stolen property, protection orders, missing persons and runaway juvenile entries on a monthly basis and maintain the "hot file" in accordance with ACIC/NCIC rules and regulations.

15. Process and enter "live" accurate data quickly from the caller and enter large amounts of information into readable, typed remarks in a timely manner into the Computer Aided Dispatch (CAD) system. Maintain contact with all units on assignments; maintain status and location of units. Must have the ability to recall numerous acronyms and codes essential to appropriate call processing. The 911 Communication Specialist is tasked with attaching photos to calls for service (CFS), entering Be On Look Out (BOLO's) and security checks so responding officers can see this valuable information from their mobile data computers.

16. Assist and provide information to Arkansas State Police, Arkansas Highway Police, Arkansas Game and Fish, Veterans Affairs Police (VA), Prairie Grove Battlefield Park, Devils Den State Park as well as other special law enforcement task forces.

17. Monitor local agencies radio traffic; Fayetteville Police Department, Springdale Police Department, Central EMS, and Arkansas Wireless Information Network (AWIN) relaying emergency and non-emergency information to public safety personnel in the field.

18. Accurately maintain logs- tow logs to ensure that tow companies are evenly distributed among authorized tow companies, bail bondsmen, livestock, hospice list, jury list and sex offender logs. Complete the daily shift summary.

19. Monitor the Washington County Courthouse, Historical Courthouse, Juvenile Justice Complex and South Annex Tactical Training Facility alarm system. When duress alarm is tripped notify appropriate personnel and dispatch deputies to the duress location.

20. Knowledgeable on how to retrieve radio and telephone recordings from the communications recording system.

21. Answer small town agencies phones when they are forwarded to the Washington County Sheriff's Office and ensure that calls for service are entered and small town officers dispatched to the appropriate location.

22. Monitors and answers the red phone in the administrative lobby of the Washington County Sheriff's Office. Call for Service (CFS) will be entered when a citizen is calling from the lobby phone requesting emergency or non-emergency response. The appropriate resources (police, fire or medical) will be dispatched.

23. Monitor lobby camera and release lobby and dispatch doors when appropriate.

24. Monitor Satellite phone, answer or transmit when appropriate during emergency disaster.

25. Communications Training Officer (CTO) - 911 Communication Specialists with tenure, leadership, and extensive experience in this profession could be assigned to work one-on-one with a trainee, monitoring, evaluating and documenting their on-the-job training, which includes Daily Observation Reports (DORS), administering written worksheets, quizzes and tests. Mentor, coach and administer constructive feedback to the trainee to ensure the trainee is successful in completing the training program. Could recommend that training materials be updated.

26. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 2 years related experience and/or training, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License.

Ability to obtain all National Incident Management System (NIMS) training requirements.

Ability to obtain the Basic Telecommunicator Course certification in accordance with Arkansas Law or Associations of Public Safety Communications Officials Basic Telecommunicator Course (APCO PST1) certification.

Ability to obtain Arkansas Crime Information Center (ACIC) Basic and Advanced training in accordance with ACIC/NCIC rules and regulations.

Ability to obtain Communications Training Officer (CTO) certification.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Advanced: Contact Management, Other

Intermediate: Database

Basic: Alphanumeric Data Entry, Word Processing/Typing

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

RESPONSIBILITY FOR WORK OF OTHERS

Responsibility for work of others: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

PUBLIC CONTACT

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of highly complex machines and equipment; specialized or advanced software programs.

WORKING CONDITIONS

Somewhat disagreeable working conditions. Continuously exposed to one or two elements such as noise, intermittent standing, walking; and occasional pushing, carrying, or lifting.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to stand, sit, use hands to finger, handle, or feel, reach with hands and arms, talk or hear; occasionally required to walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; color vision; and ability to adjust focus.

ADDITIONAL INFORMATION

QUALIFICATIONS AND REQUIREMENTS

- 1.Pass an intensive background check.
- 2.18 years of age or older at time of hire with no felony convictions.
- 3.Valid Driver's License.
- 4.Pass all pre-employment dispatch, typing (minimum of 35 wpm), spelling and grammar tests.
- 5.Pass The National Dispatcher Selection Test with a minimum score of 70%. The test measures reading comprehension, listening, problem solving, prioritizing and multi-tasking.

6. Pass all oral interviews.

7. Requires the knowledge of English grammar, vocabulary skills and spelling sufficient to prepare and maintain calls for service.

8. Complete and pass the approximately six to eight month training program before the employee will be allowed to work solo without the guidance of a Certified Training Officer (CTO). The training program covers the following topics:

a). General Policies and Procedures

b). Resources and Washington County and Small Town Geography

c). Terminology

d). Communications Equipment

e). Computer Aided Dispatch (CAD)

f). Sheriff's Office Management System (SOMS)

g). Arkansas Crime Information Center (ACIC), National Crime Information Center (NCIC)

h). Call Processing, emergency and non-emergency call taking

i). 911 Emergency lines

j). Police dispatching

9. Required to maintain the ability to work weekends, holidays, evening and night work schedules to ensure adequate staffing for a 24-hour operation. The days and hours of each shift may vary based on the needs of the center. The ability to work overtime is a required job function after training is complete.

10. Required to report to work during inclement weather conditions and during natural and manmade disasters.

EDUCATION AND EXPERIENCE

High School diploma or GED. One year or more of Public Safety Dispatcher related experience preferred, but not required.

COMMUNICATION SKILLS

Ability to communicate ideas effectively, including the preparation of reports and logs. Ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy in a confidential manner and verbally solicit and obtain relevant information through radio and telephone communications. Ability to hear and retain detailed information.

CRITICAL THINKING SKILLS

The ability to solve urgent problems and deal with a variety of unknown emergencies or high priority variables in situations where only limited time exists.

DECISION MAKING

Make accurate, sound decisions and quickly react positively under stressful conditions which typically entail the life or well-being of a citizen or officer. Use logic and reasoning to analyze, understand, and evaluate complex emergency situations.

MENTAL DEMAND

Must be able to quickly obtain, remember information and specific details from callers and officers without errors. The ability to concentrate on a task over a period of time without being distracted. Must be able to focus on the information provided by the caller in the presence of background noise and static. Work involves communicating with distraught, disoriented, argumentative, abusive, mentally disabled or disturbed and uncooperative individuals and requires explicit gathering of essential information through verbal communications while maintaining composure and providing good customer service.

OTHER SKILLS

1. Operate a keyboard efficiently.
2. Effectively communicate in both oral and written form.
3. Organize work and routes by priority to meet specified deadlines.
4. Exceptional skills in the use of a standard keyboard and computer workstation.

ABILITIES

1. Gain and maintain a thorough geographical knowledge of Washington County including small towns, location of major roadways, landmarks and jurisdictional boundaries.
2. Read, understand and interpret complex maps.
3. Remain flexible and adapt to changing circumstances, demands during variety of emergency situations and to maintain emotional composure, organization of work and accurate productivity during periods of stress and high activity.
4. Memorize radio codes, signals, employee names and badge numbers.
5. Hear multiple conversations simultaneously, distinguishing between voices and sources to obtain relevant information quickly and accurately.
6. Speak clearly, distinctly, concisely and correctly over the radio and telephone.
7. Type on computer keyboards while reading from protocol and/or talking on the radio, and operate mouse and foot controls while conversing on the radio and/or telephone.
8. Make immediate decisions and react in a quick, calm, controlled and effective manner in all emergency situations.
9. Interpret and apply rules, regulations, policies and procedures utilized in public safety dispatching.
10. Be reliable and dependable to report to work as scheduled.
11. Willingness to maintain respectful working relationships with co-workers, supervisors, public safety agencies, and the general public.

WASHINGTON COUNTY
Job Evaluation

JOB TITLE: 911 Communications Specialist

Dispatcher

Factor	Basis for Rating	Current Rating	Proposed Rating	Points
1	<u>Experience-General:</u> Minimum time to become familiar with requirements of the job.	5	5	54
2	<u>Experience:</u> Minimum time to become familiar with management requirements of the job.	0	0	0
3	<u>Education:</u> Preliminary formalized training or self-development expressed in terms of equivalent formal education.	3	3	32
4	<u>Initiative & Ingenuity:</u> Measure of ability to proceed alone, make decisions within authority, & ability to comprehend assignment.	4	4	29
5	<u>Mental Demand:</u> Measure of degree of concentration and sensory alertness.	4	4	49
6	<u>Analytical Ability/Problem Solving:</u> Opportunity to apply analytical ability and self-starting thinking.	4	4	46
7	<u>Responsibility for Work of Others - Supervision:</u> Appraises responsibility for work and direction of others.	0	0	0
8	<u>Responsibility for Funds, Equipment, Property, Etc.:</u> Personal responsibility and accountability for receipt, storage, issue, or use.	3	4	32
9	<u>Responsibility for Accuracy:</u> Opportunity for and probable effect of errors.	4	4	44
10	<u>Accountabilities:</u> Freedom to act, monetary impact, & impact on end results.	6	6	51
11	<u>Contacts with Public:</u> Responsibility for effective handling of contacts.	5	5	80
12	<u>Contacts with Employees:</u> Responsibility for effective handling of contacts.	4	4	38
13	<u>Machine Operations:</u>	5	6	120
14	<u>Working Conditions:</u>	3	3	18
15	<u>Physical Demand:</u>	3	3	13
		554		606
	Washington County Salary Grade Level	12		14

Signed: _____

Date: October 23, 2018

Washington County Warrants Records Clerk Job Description

5.13

Job Code: 9
Exempt: No
Department: Sheriff's Office
Reports To Warrants Records Supervisor
Location: Sheriff's Office
Date Prepared: October 11, 2018
Date Revised: October 17, 2018

GENERAL DESCRIPTION OF POSITION

The incumbent, under the supervision of the Warrants Records Supervisor, is responsible for maintaining an accurate record of all arrest warrants, researching, copying, and sending confidential information to in-house personnel, other law enforcement agencies, military divisions, insurance companies and the general public. Provides general secretarial assistance such as answering telephone, typing reports, photocopying, faxing, scanning and data entry. Ensure all office functions are performed efficiently and in a professional and timely manner to maintain office continuity.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Responsible for maintaining and keeping in proper order all confidential records and information in the records department. There are routinely over 40,000 records managed in this division.
2. Responsible for assisting in the daily operations of the Warrants Department including receiving, logging, entering, deleting and maintaining all county warrants and warrants for nine small town police departments. Ensures that approximately 10,000 warrants are accurate, limiting potential liability as a result of a wrongful arrest.
3. Secures and files all confidential juvenile arrest records pursuant to state law.
4. Maintains an Arkansas Crime Information Center (ACIC) Basic and Advanced certification. Access the National (NCIC) and Arkansas Crime Information Center database to obtain information and enter, delete and validate information within the systems. Maintain current and accurate validations on active entries on a monthly basis, all in accordance with ACIC/NCIC rules and regulations.
5. Responsible for providing accident reports, proofreading, making copies, and processing payments made for the reports that are requested by other law enforcement agencies, insurance companies, medical emergency services, and the general public.
6. Maintains a cooperative and accommodating relationship with the State and FBI, providing any information requested while conducting audits of county and small town warrants.
7. Supports prosecuting attorneys, probation parole officers, Department of Human Services, Department of Corrections, and other agencies by providing arrest records and information. Provides approximately 1,000 videos per year.
8. Work with other law enforcement agencies and Washington County Transport Department to ensure that hold/detainer records are maintained and wanted subjects are returned to Washington County in a timely manner.

9. Accountable for receiving and receipting in any monies taken in for services rendered such as copying, faxing, mailing and distribution of reports mailed to the public and insurance companies. Maintaining efficient records and securing money until given to proper department for deposit. Generally handles approximately \$2,000 on an annual basis.
10. Disseminates records and information to in-house personnel, other agencies and the public, according to policy.
11. Assists in arranging interviews between officers and detainees, and providing requested videos of the sessions.
12. Reviews, distributes, and processes Court Ordered Seals of arrest records, warrants, citations, and incident reports.
13. Files, protects and retrieves records, reports and other information contained on paper and in-house database.
14. Greets individuals entering office, provides information, and interacts with the public in a professional manner.
15. Ensure that all activities are professionally and ethically performed in accordance and within the law to protect the individual rights of all citizens in Washington County.
16. Secures and files all confidential juvenile arrest records pursuant to state law.
17. Complete monthly Arkansas Juvenile Justice and Delinquency report and submit to Arkansas Department of Human Services.
18. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 19 to 23 months related experience and/or training, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to utilize common sense understanding in order to carry out written, oral or diagrammed

instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Maintains an Arkansas Crime Information Center (ACIC) Basic and Advanced certification.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Intermediate: Database, Word Processing/Typing

Basic: Alphanumeric Data Entry, Contact Management, Spreadsheet

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under immediate supervision, performs general assignments of work, with periodic check of performance by supervisor.

PLANNING

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and which would not only affect the operating efficiency of the individual involved, but would also affect the work operations of other employees and/or clientele to a slight degree.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

RESPONSIBILITY FOR WORK OF OTHERS

Responsibility for work of others: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Regularly responsible for property where carelessness or error would result in only minor damage or minor monetary loss. Almost continuous care and attention is required when handling this property in order to prevent loss.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Generally controlled. General processes covered by established policies and standards with supervisory oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

PUBLIC CONTACT

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is frequently required to sit, use hands to finger, handle, or feel, talk or hear; and occasionally required to stand, walk, reach with hands and arms, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision.

ADDITIONAL INFORMATION

OTHER SKILLS and ABILITIES:

The incumbent should be able to organize work so as to work with minimal supervision. The incumbent must have knowledge of modern office practices, procedures, and equipment; have strong written and verbal communication skills for public relation responsibilities; have the ability to understand the Judicial System, accounting and bookkeeping skills; must possess the ability to establish good rapport with individuals often under difficult circumstances. The Records Clerk/Secretary should also possess machine skills for operating a calculator, word processor, and computer. Must have strong knowledge of how to enter and retrieve information into and from many different databases.

Washington County Sergeant Job Description

Job Code:	20
Exempt:	No
Department:	Sheriff's Office
Reports To	Lieutenant
Location:	Sheriff's Office and in the Field
Date Prepared:	October 11, 2018
Date Revised:	October 16, 2018

GENERAL DESCRIPTION OF POSITION

The Sergeant is a management position within the Sheriff's Office with first line supervisory responsibilities. The Sergeant reports directly to the Lieutenant (Department Commander) and is under the general supervision of the Captain (Division Commander). The Sergeant is distinguished from the Corporal or Deputies classification in that the Sergeant, in addition to performing the full range of duties of the Corporal or Deputy, is responsible for supervision of personnel and the administrative duties for an assigned unit, section or team including the coordination of equipment, staffing and management of the daily operations. It is further distinguished from the classification of commander who may act in the capacity of the Captain or Chief Deputy in the absence of the incumbent with full administrative responsibility and accountability for the overall operations and activities with the division. The incumbent is responsible for supervising others and must possess a working knowledge of law enforcement administration in protecting and serving the county and supervise employees, both sworn and civilian, and detainees in the county detention facility, prepare special reports and give community presentations. The incumbent may be asked to serve as the acting commander in the absence of the office commander. If required for their duty assignment: This position must meet all commission on law enforcement standards and training requirements including but not limited to jail standards and must be a certified law enforcement officer meeting all training and experience requirements for the position of Sergeant. The incumbent must demonstrate the ability to complete the Criminal Justice Institutes School of Law Enforcement Supervision, or equivalent training. The incumbent must also be able to complete Field Training Officer School. The incumbent must be able to obtain the General law enforcement certification and complete interview and interrogation training.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Patrol all areas of the County, investigate/report motor vehicle accidents, and assist other agencies investigating accidents and other violations of the traffic laws.
2. Answer all complaints handled through the Sheriff's Office to include civil matters, such as family disturbances, civil stand-bys, property disputes, locate missing persons, assist motorists, and answer any other matter requiring police assistance. Understand the whole process for serving civil papers. Be knowledgeable in Orders of Protection and execution of those orders, ensuring that the victim's rights are not violated. Ensure that extra patrols are being conducted for community protection.
3. Answer complaints that are criminal in nature such as traffic violations, speeding, reckless driving, DWI, homicides, burglary, robbery, rape, theft, suicide, forgery, and any other criminal act as the situation requires, and perform arrests and other associated procedures.
4. Fill out and file reports, interview suspects and witnesses when necessary and appear in court.

5. Be able to take case from start to finish. Serve civil papers and warrants and complete special assignments, as directed by the Lieutenant.
6. Maintain documentation and conduct or arrange for routine maintenance required of the patrol unit and related equipment used in the vehicle, such as, mobile computer, printer, scanner, RADAR, radio, etc.
7. Speak to local groups on law enforcement, provide child information cards at community events, and other public relations duties as directed.
8. Book and release detainees, check detainee classification for cell assignment, check detainee population to comply with court, schedule detainee activities, assign detainee to jail program, answer detainee grievances and investigate incidents. Respond and investigate detainee sexual assaults, suicide attempts and any other major crimes within the detention facility. Secure and maintain crime scenes. Ensure that all detainees are cared for, per state standards. Ensure the rights and safety of detainees are not violated and they receive the basic requirements as required by law.
9. Assist in making arrangements for prisoner transportation and serve as liaison between the jail and the Circuit Judge, the Prosecuting Attorney's Office, defense attorneys, family members of jail detainees, and other public or agency contract as required. Maintain a current knowledge of proper prisoner transportation handling procedures. Including arrangements for the serving and transporting of involuntary commitment.
10. Monitor maintenance of jail equipment and premises, and make arrangements for necessary repairs.
11. Prepare special reports, conduct facility inspections, ensure proper evidence collection for testimony in Federal, Circuit, District and City courts on jail, civil, or criminal matters.
12. Assist in budget preparation, jail planning, and bill the Arkansas Department of Corrections and U.S. Marshal's office for detainees committed to the respective institutions. Ensure criminal history petitions are filed in a timely manner, etc. within Washington County.
13. Ensure all contacts with the Sheriff's Office are treated courteously and fairly in accordance with federal and state laws. Provide accurate information in accordance with the Freedom of Information Act. Answer media inquiries, provide press releases and make public statements to the media.
14. Ensure the rights and safety of detainees are not violated and they receive the basic requirements as required by law.
15. Receive advanced training in the areas of law enforcement, drug identification, courts system, warrants, and jail operations.
16. Receive advanced training in the use of self-defense and physical constraints procedures. Trained in Taser, baton, pepper spray, and any other less than lethal control tactics.
17. Keep current on County policies and procedures, and federal and state laws to ensure the County is in compliance at all times.
18. Ability to evaluate and write an effective probable cause before detainment of individual and for search warrants. Have a detailed knowledge of the Rules of Criminal Procedure and the requirements for search warrants and seizures.

19. Directly supervise all Corporals and deputies under their command as well as any assigned civilian personnel.
20. Ability to write and conduct effective and meaningful performance appraisals of assigned employees. Must be able to articulate the smallest of details and keep exceptional notes on officer performance.
21. Supervise and coordinate the security for all Washington County courthouses and Washington and Madison County court rooms and the adjacent county parking lots.
22. Ensure accurate time clock records are maintained, including compliance with military leave, FMLA, Workers' Compensation, etc., as directed by County policy, and submitted by the deadline.
23. Supervise and coordinate Alcohol Beverage Control compliance checks.
24. Assist in the planning and direct work assignments for Part-Time, Auxiliary, Work Release, Community Service, Transport, Detention, Civil Process deputies and civilian personnel. Coordinate special community events, such as: K-9 demonstrations, funeral escorts, park patrol, lake patrol, etc., while ensuring the community is protected with ample police presence.
25. Manage property and evidence collection ensuring that the proper procedures are followed for the storage and release of property.

Have a clear knowledge of animal control response and procedures and in-depth knowledge of the Washington County Animal Shelter intake procedures. Responsible for providing inmate labor to sanitize all areas of the animal shelter on a daily basis, and maintain the landscape.

Manage scheduling for their assigned shift or unit, including approving or denying time off requests, managing and mitigating the use of overtime by personnel in their unit and scheduling training, all while insuring that adequate manpower is available at all times.

Ensure equipment used for courthouse/courtroom security is available to courthouse deputies.

Responsible for the security functions of all Washington County Courthouses and the adjacent county parking lots.

Effectively operate x-ray machines, walk-through metal detectors and handheld metal detectors to ensure no weapons are brought into secure areas.

Conduct background checks as required.

26. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Broad knowledge of such fields as accounting, marketing, business administration, finance, etc. Equivalent to a four year college degree, plus 4 years related experience and/or training, and 2 years

related management experience, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization. Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Intermediate: Database

Basic: Alphanumeric Data Entry, Contact Management, Spreadsheet, Word Processing/Typing

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately directed. Activities covered by wide-ranging policies and courses of action, and generally directed as to execution and review. High order of analytical, interpretative, and/or constructive thinking in varied situations.

RESPONSIBILITY FOR WORK OF OTHERS

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Supervises a large group (16-25) of employees who are engaged in similar activities.

Supervises the following departments: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$150,000 to \$1,000,000.

ACCURACY

Probable errors would normally not be detected in succeeding operations and could possibly affect organization-patron relationship, involve re-work, or additional expenditures in order to properly resolve the error. The possibility of such errors would occur quite frequently in performance of the job. May also cause inaccuracies or incomplete information that would be used in other segments of the organization as a basis for making subsequent decisions, plans, or actions.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Occasional use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, etc.)

WORKING CONDITIONS

Outside or inside working environment, wherein there are potential hazardous working conditions and life-threatening situations exist (fire, chemicals, electrical sources, heights, dangerous people, etc.) part of the time.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is regularly exposed to outdoor weather conditions; occasionally exposed to work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, risk of radiation, vibration. The noise level in the work environment is usually loud.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to use hands to finger, handle, or feel, talk or hear; and occasionally required to stand, walk, sit, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

ADDITIONAL INFORMATION

EDUCATION and/or EXPERIENCE:

Graduation from High School or GED with four years or more of college courses or equivalent experience; obtained the rank of Corporal; and if required for their duty assignment: completion of jail standards certification training course and state certification through the Arkansas Commission on Law Enforcement Standards and Training; and annual firearms qualifications. In-depth knowledge of law enforcement, jail operations, civil papers, prisoner transporting, court system, basic first aid, CPR, protection from blood-related and/or other viruses, County policies and procedures, federal and state laws. Self-defense and physical restraint procedures are also required. Completion of the instructor's certification course, as well as the Field Training Officer Certification Course.

OTHER SKILLS and ABILITIES:

The individual in this position must be familiar with and have ability to operate the AFIS (Automated Fingerprint Identification System) and have ability and qualifications to be certified to operate the ACIC (Arkansas Crime Information Center) and the NCIC (National Crime Information Center) computer.

Must not have a felony conviction of any kind or domestic abuse conviction and before selection into this position, must be able to withstand a complete background investigation, polygraph examination and credit history report and in addition, must complete a physical and mental evaluation as part of the employment requirements within the first thirty days after hiring.

The incumbent must be able to perform all of the following as well as supervise others in the following: physical and mental stamina to fire weapons, must possess the ability to communicate effectively both orally and written often under adverse conditions; possess good judgment; good powers of observation and memory and the ability to train others in the apprehension and detention of felons. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret a variety of county, state and federal laws making decisions and taking action quickly. Must be able to react quickly and efficiently in all emergencies, natural or man-caused disasters. The incumbent also should be able to effectively operate a breath analyzer, calculator, PC computer, AFIS computer, vehicle, radio and typewriter. Must possess a valid Arkansas Driver's License.

The incumbent must be able to perform the following: physical and mental stamina to fire weapons, react and move rapidly from sedentary to active condition in response to environmental situations, assume a variety of bodily positions and postures necessary to employ "cover and concealment" during a deadly force encounter, respond to a physical attack and possess the ability to escape attacker, subdue attacker and/or summon aid. Must be able to react quickly and efficiently in all emergencies, natural or man-caused disasters.

All of these actions/activities may be required while wearing a duty belt and related equipment that could weigh up to 20 lbs or more.

Work involves an element of personal danger and high levels of physical, emotional and mental stress to deal with people in various situations, including intoxicated / uncooperative persons, hostile persons, armed persons, tragedy, domestic abuse, child abuse and neglect, homicide, suicide, infanticide and encountering aggressive or dangerous animals.

Likely to encounter verbal abuse and violence exposure in the line of duty.

These are all things that impact emotional and mental health.

DBCompensation Job Valuing Summary

SCENARIO **Washington County**
October 2018
 POSITION **Sergeant**
JOB CODE: 20

FACTOR	BASIS FOR JOB VALUING	DEGREE	VALUE
1	Experience-General: Minimum time to become familiar with requirements of the job.	7	74
2	Experience-Minimum time to become familiar with management requirements of the job.	5	165
3	Education: Preliminary formalized training or self-development expressed in terms of equivalent formal education.	5	70
4	Initiative & Ingenuity: Measure of ability to proceed alone, make decisions within authority, and ability to comprehend assignment.	4A 4	6 50
		4B 4	
		4C 4	
5	Mental Demand: Measure of degree of concentration and sensory alertness.	4	49
6	Analytical Ability/Problem Solving: Opportunity to apply analytical ability and self-starting thinking.	6	100
7	Responsibility for Work of Others - Supervision: Appraises responsibility for work and direction of others.	5	100
8	Responsibility for Funds, Equipment, Property, Etc.: Personal responsibility and accountability for receipt, storage, issue, or use.	5	48
9	Responsibility for Accuracy: Opportunity for and probable effect of errors.	5	57
10	Accountabilities: Freedom to act, monetary impact, and impact on end results.	10A 5	8 90
		10B 1	
		10C 3	
11	Contacts with Public: Responsibility for effective handling of contacts.	4	57
12	Contacts with Employees: Responsibility for effective handling of others.	5	49
13	Machine-Computer Operations	3	23
14	Working Conditions	7	60
15	Physical Demand	3	13
TOTAL VALUE			1005

SIGNED: _____