



Senior Office Specialist - Operations

Job Description

Department: Sheriff
Position: Career Service
Grade: 718
Supervisory: No
Reports to: Varies by assignment

Summary

Under general guidance and direction of the assigned supervisor, performs clerical and secretarial duties as needed to expedite day-to-day record keeping and civil processing functions and provides support to various programs and/or divisions of the Sheriff's Office. Incumbents in this position are capable of training and leading others.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Records

1. Receive and process background checks for government agencies, the public, individual corporations, and various law enforcement agencies; record background checks.
2. Process subpoenas and other requests for information; research request to determine appropriate course of action and to provide necessary information; obtain County Attorney approval, as needed.
3. Provide detailed and technically complex GRAMA information to customers and prepare related reports; obtain County Attorney approval, as needed; collect fees and issue receipts; prepare monthly deposit of collection fees.
4. Establish and maintain enforcement files and records related to patrol, investigations, and sex crimes.
5. Monitor completion of court ordered actions.
6. Scan hard copy reports to create electronic records; ensure accuracy in scanning and indexing.
7. Type letters, statements, narrative and statistical reports, minutes, agendas, and other documents, as needed.

Emergency Services

1. Assist with application preparation and administration of grants submitted to the State of Utah according to strict FEMA guidelines required for reimbursement; submit documentation

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Effective Date: 5/19/2022

Public Safety: No

Worker's Compensation: Clerical

Background Level: Civilian

Safety Sensitive: No

DOT: No

ML: Individual Contributor

quarterly for reimbursement of operational costs including wages, per diem, mileage, training, supplies, and equipment; maintain files for auditing purposes.

2. Coordinate office procedures and practices.
3. Provide secretarial support for emergency services, wildland fire services, dispatch, and volunteer programs; enter and track purchase orders; type, file, copy, and create forms; assist with creation and maintenance of training manuals.
4. Maintain and record Search and Rescue incidents for statistical purposes and grant reimbursement.

Civil Process

1. Assist with processing of reports and citations, as needed; prepare misdemeanor and felony arrest forms and forward information needed to the appropriate office for prosecution of case.
2. Maintain accurate records of In-State transports for statistical purposes and restitution requests; work closely with the in-state transportation deputy.
3. Create and monitor transportation affidavits; submit affidavits to the appropriate courts for restitution; accurately track payments when received.
4. May provide extradition information and reports to law enforcement agencies, the public, and others, as requested.
5. Receive and review all civil process documents for compliance with applicable laws and codes including civil bench warrants through private attorneys and state agencies; maintain document control and tracking.
6. Receive, sort, and distribute criminal and civil subpoenas for service; process Eviction notices, orders, and writs for service.
7. Process served Ex Parte Protective Orders, Protective Orders, and Stalking Injunctions.
8. Coordinate the Sheriff's Sale of Personal and Real Property accurately and efficiently; coordinate with the Utah County Attorney's Office, as needed; process, prepare, and track related documents.
9. Assist the public by phone or in person.
10. Calculate and/or receive fees, record information, and monitor accounts.
11. Prepare and ensure accuracy of financial reports.

Utah County Alternative Probation (UCAP)

1. Research criminal history of program applicants; utilize appropriate databases; review referral cases and pertinent case reports; compile documents to prepare applicant files for team review.
2. Maintain program participant files and tracking spreadsheets for data accuracy; regularly review the applicable court and law enforcement databases to ensure participant compliance.
3. Assist with analyzing recidivism rates and assessing the UCAP program success for budgetary needs or establish areas for program improvements; track and organize statistical data for participants and non-participating applicants.

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4. Prepare treatment referrals, progress and violation reports, court affidavits, and notification letters.
5. Create, maintain, and update the UCAP Handbook, supervision agreements, UCAP application, and other program documents.
6. Ensure appropriate measures are in place to protect applicant and participant information in compliance with GRAMA, HIPAA, and CFR 42; prepare files for submission to the Utah County Records Department and authorized expungements.
7. Assist Warrants and Civil Processes with Spillman and NCIC data entry, clearing of warrants, NCIC validations, and preparing extradition packets, as needed.
8. Communicate UCAP rules, participant criteria, and the UCAP program requirements with prosecutors, the courts, applicants, and the public.

Knowledge, Skills, and Abilities

- Knowledge of standard office practices
- Knowledge of proper grammar, spelling, and punctuation
- Knowledge of the Sheriff's Office policies and procedures
- Knowledge of GRAMA regulations and other laws, codes, or regulations relevant to work performed
- Knowledge of legal processes associated with the maintenance of public records and documents
- Skilled in reading, writing, and basic math
- Skilled in operating standard office equipment
- Skilled in word processing, data entry, and basic spreadsheets
- Skilled in using various software programs unique to law enforcement
- Skilled in basic bookkeeping
- Ability to maintain cooperative working relationships with those contacted during the course of work activities
- Ability to communicate effectively verbally and in writing
- Ability to understand broad objectives and follow general work instructions
- Ability to distill relevant and useful elements from vast amounts of information
- Ability to train and lead others
- Ability to type accurately and at an acceptable rate, based on job duties

Supervisory Responsibility

This position has no direct supervisory responsibility but does serve as a coach and mentor for other positions in the department.

Work Environment

Work is performed in an environmentally controlled area in the partially environmentally controlled Utah County Security Center or other office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The

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noise level in the work environment is usually moderate. Work occasionally exposes the incumbent to high-stress situations including contact with the public and others in uncomfortable, confrontational, and emotionally charged circumstances.

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.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. The employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file, and lift supplies up to thirty (30) pounds. The employee occasionally drives a motor vehicle.

Position Type / Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. High school diploma or equivalent.
2. Five (5) years of general clerical support work experience, of which two (2) years are directly related to the duties described above.
3. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM net.

Additional Eligibility Qualifications

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.
3. Incumbents assigned to Records, Civil Process, or UCAP must *obtain* Bureau of Criminal Identification (BCI) certification through the State of Utah during the probationary period for

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new hires or during the trial period for promoted County employees and maintain certification thereafter. County employees being reassigned or transferred to the Records, Civil Process, or UCAP function must possess BCI certification upon reassignment or transfer.

4. Incumbents assigned to UCAP may be required to obtain Ohio Risk Assessment System (ORAS) certification.
5. Incumbents assigned to Civil Process or UCAP must be bondable and must obtain State of Utah Certificate of Authority of Notary Public within first three (3) months in position.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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