



The Blount County Communications District has a position opening for:

## **OFFICE/HUMAN RESOURCE ADMINISTRATOR**

### **JOB DESCRIPTION AND QUALIFICATIONS**

#### **Summary:**

The Blount County Communications District is seeking a full-time Office/HR Administrator to manage the Business and Human Resource Office functions, policy development, compliance, as well as the district's records. Under general supervision, performs a wide variety of highly responsible activities of a general and specialized nature in support of the district; performs a range of analytical and administrative support functions; and prepares and edits a wide range of documents and reports ranging from general correspondence to technical reports. Performance in this job is measured through conferences, reports, analyses, methodology, and levels of success accomplishing the goals of the agency. The person filling the position has the authority to make appropriate requests and enforce deadlines throughout the agency.

**Supervision Received:** Executive Director.

**Supervision Exercised:** None.

**FLSA Status:** Exempt.

**Salary Range:** The salary range for this position is \$52,083.20 - \$67,956.76 annually based upon the applicant's education, skills, and experience.

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are NOT intended to reflect all duties performed within the job.

**Representative Duties:** The following duties are typical of this classification. Incumbents may not perform all the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Administrates the Districts Human Resource duties, files, audits, assessment and attends meetings as deemed necessary.
- Utilizes the District accounting software to enter financial data, generate reports, and coordinate payment of District financial obligations and tracks expenditures.
- Obtains any applicable insurance discounts offered to the district in relevant area; identifies any cost-effective measures and streamlines procedures.
- Makes recommendations to the District Director regarding updates to the policies and procedures and works with legal counsel.
- Answers questions, addresses concerns and makes recommendations related to personnel matters.
- Maintain data entry of policy compliance in system programs and other needed software as it relates to compliance efforts.
- Manage District policy programs, as well as prepare new policies and must be able to interpret and apply federal, state, municipal and department laws, policies, and procedures.
- Schedule, conduct, and document agency inspections, reviews, and analysis; conduct research and analyze data and processes to mitigate risk and liability for staff; and be able to communicate and partner with personnel within other agencies.
- Manage the recruitment and hiring process by responding to job postings, conducting, and overseeing initial screening, overseeing CritiCall testing of applicants, scheduling and, as needed, participating in candidate interviews.
- Follow-up with candidates verbally and in writing to maintain interest and/or provide notification of hiring decisions.
- Conduct investigative background checks including coordinating fingerprinting, obtaining criminal history (triple I), driver license history, credit history, education verification and reference checking of individuals and current/prior employment to ensure potential candidates meet the job requirements and standards.
- Create employment offer letters and maintain communication with new hires for pre-employment waivers, background information, and necessary hiring paperwork.
- Supports the organization, scheduling, and documentation of internal level advancement for dispatchers including audits of employee certifications.
- Attend performance reviews, employee counseling and performance improvement plans of all employees.
- Oversees processes and provides criminal justice agencies and noncriminal justice agencies with any applicable audio recordings, data compilation, and reports.

necessary for law enforcement and civil agencies to perform their missions following applicable laws.

- Performs a variety of high-level clerical tasks and duties to provide the Director with clerical and administrative support and to assist in the day-to-day operations of the district.
- Develops and disseminates work related to subpoena preparation and requests, open records compliance, given latitude to use professional judgement in preparing documents for District Director's review and action.
- Keeps Director abreast of trends, upcoming significant events and other appropriate issues.
- Maintains financial records for the district; works with the Examiner to provide documentation for audits.
- Develops policies, guidelines and agreements reflecting the will of the district and for the creation of minimum standards of controls and operational procedures.
- Assist in managing updates to access of software/systems of internal and outer-agency personnel as needed.
- Coordinate, make, process, and confirm staff travel arrangements; arrange for transportation and accommodations for travel, and process expense claims.
- Maintain accurate and up to date office files, records, and logs for assigned areas; develop, prepare, and monitor various logs, accounts, and files for current and accurate information including manual and computer logs of documents processed.
- Type, word process, format, edit, revise, proofread, and process a variety of documents and forms including reports, correspondence, memoranda, agenda items, and reports, agreements, technical and statistical charts and tables, and other specialized and technical materials from rough draft dictation, modified standard format, and brief verbal instructions; develop, revise, and maintain standardized and master documents; compose correspondence, report and informational materials; assist in designing and producing informational handouts; copy, disseminate and post documents and information as appropriate.
- Compile, prepare, and enter data into a computer from various sources including accounting, statistical, and related documents; create and maintain computer-based tracking information and reports including assigned databases, records, and lists; create standard statistical spreadsheets; input corrections and updates; verify data for accuracy and completeness.
- Monitor inventories of supplies and materials; prepare purchase requisitions and requests for payment.
- Serve as liaison between assigned office and the general public, City staff, County affiliates and outside groups and agencies; provide information and assistance as appropriate; explain programs, policies, and activities related to specific program area of assignment; receive office and telephone callers; calendar appointments; respond to complaints and requests for information relating to assigned responsibilities; refer callers and/or complaints to appropriate staff for further assistance as needed and/or take or recommend actions to resolve the complaint.

- Operate a variety of office equipment including a computer, typewriter, switchboard, copier, facsimile machine and adding machine; utilize various computer applications and software packages.
- Oversee the internal operational process and prepare address requests for the addressing vendor.
- Participate in special projects as assigned; assist in planning, coordinating, and implementing assigned programs and events; assist in monitoring assigned programs.
- Participate in the collection, compilation, and analysis of information from various sources on a variety of specialized topics related to assigned programs; participate in the preparation of reports that present and interpret data, identify alternatives, and make and justify recommendations.
- Prepare, process, and maintain personnel records for assigned areas.
- Prepare meeting agenda and take minutes as necessary for District Boards.
- Maintain and/or update the agency website as needed.
- Perform additional duties as required.

**Knowledge, Skills, and Abilities:**

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time to successfully perform the assigned duties.

**Knowledge:**

- Organization, operation, and services of the district and of outside agencies as necessary to assume assigned responsibilities.
- Various accreditation processes and overall program management.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Basic principles and practices of fiscal, statistical, and administrative research and report preparation.
- Principles and practices of sound business communication.
- Principles of business letter writing and basic report preparation.
- Basic principles and practices of budget preparation and administration.
- Records management principles and procedures including record keeping and filing principles and practices.
- Methods and techniques of proper phone etiquette.
- Mathematical principles.
- English usage, spelling, grammar, and punctuation.
- Customer service and public relations methods and techniques.
- Knowledge of District rules, regulations, policies, and procedures.

**Ability to:**

- Perform a variety of responsible and difficult clerical and secretarial duties and activities of a general and specialized nature in support of the assigned program area.
- Understand the organization and operation of the district and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and District policies and procedures.
- Ability to read and interpret materials concerning the public safety agency and criminal justice processes.
- Interpret and apply applicable federal, state, and local laws, codes, and regulations.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Learn and effectively utilize various software applications.
- Learn and apply new information and skills.
- Type or enter data at a speed necessary for successful job performance.
- Participate in researching, compiling, analyzing, and interpreting data.
- Participate in the preparation of a variety of administrative and financial reports.
- Establish and maintain a variety of specialized files and records.
- Independently prepare correspondence and memoranda from brief instructions.
- Accurately count, record, and balance assigned transactions.
- Perform routine mathematical calculations.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Plan and organize work to meet changing priorities and deadlines.
- Understand and carry out oral and written directions.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, press, or other agencies on sensitive issues around responsibility.
- Exercise good judgment in maintaining critical and sensitive information, records, and reports.
- Communicate clearly and concisely, both orally and in written form.
- Establish and maintain effective working relationships with those contacted in the course of work.

**Education/Training:**

A bachelor's degree in criminal justice, Business Administration, Public Administration or related field and a minimum of one to three years' experience in municipal, State or Federal government or PSAP work, or Five years' professional work experience in human resources or related field. Work within the public sector is preferred; an equivalent combination of education and experience is preferred.

**License or Certificate:**

Possession of or the ability to obtain within six (12) months of start date State of Alabama Notary of Public, American Heart Association CPR and First Aid Certifications, CALEA Accreditation Manager Certification and a NCIC Full Access License.

**Physical:**

Primary functions require sufficient physical ability and mobility to work in an office and emergency dispatch center setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:**

See in the normal visual range with or without correction.

**Hearing:**

Hear in the normal audio range with or without correction.

The work environment characteristics described here are representative of those 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.

**Additional Requirements:** Requires a comprehensive background investigation to include a local, state and federal criminal history check, sex offender registry and credit check. Requires satisfactory results from a medical, psychological evaluation and pre-employment substance abuse testing and is subject to random alcohol and controlled substance testing.

**ACKNOWLEDGMENT**

I acknowledge that I have read the job description and requirements for the Office Administrator position, and I certify that I can perform these functions.

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**Employee Signature**

**Date**

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**Witness**

The District has the right to add or change the duties of the position at any time.

Blount County 911 Communications District does not discriminate based on race, color, national origin, sex, genetics, religion, age or disability in employment or the provision of services and complies with the provisions of the Alabama Human Rights Act. In compliance with the Americans with Disabilities Act, the District will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

Blount County 911 is an Equal Employment Opportunity/ Affirmative Action Employer





