



Administrative Assistant to Chief of Police

EEO Class Code: Office/Clerical

Union Status: Unclassified

FLSA Code: Exempt

The Town of Pembroke Park Job Description

Department: Police

Supervises: None

Position Reports To: Chief of Police

Sworn: No

Job Specifications

NATURE OF WORK

This is a varied and advanced secretarial and administrative position as Administrative Assistant in the Police Department. This position performs routine administrative functions such as drafting correspondence, scheduling appointments, organizing, and maintaining paper and electronic files, and providing information to callers or visitors. This position's work will be performed with considerable independence and must be capable of carrying on varied tasks without direct supervision to provide administrative support to the Chief of Police. In addition, this position will be responsible for entering all certification data for the Police Department to ensure compliance with FDLE and any other regulatory agencies, as well as serve as a backgrounds investigator for all sworn law enforcement candidates.

ILLUSTRATIVE TASKS

Tasks required of those in the position of Administrative Assistant include, but are not limited to:

- Greet and assist visitors, answer, and direct telephone calls: and be able to respond to general department inquiries.
- Prepare and maintain departmental Personnel forms, payroll requisitions, employee certification and training records and submit those confidential personnel records to Human Resources, Payroll, and/or keep in the internal Police files.
- Support the Chief of Police and senior Command Staff with all document retention related to certifications and compliance.
- Submitting invoices and reimbursement requests to Finance Department for all Police Department expenses.
- Arrange schedules and meetings on behalf of the Chief of Police.
- Record detailed meeting minute notes as requested by the Chief of Police.
- Write and distribute email, correspondence memos, letters, faxes, and forms.

- Perform administrative and clerical duties within the Police Department, including ordering supplies and arranging for equipment repair.
- Assist with regularly scheduled reports and budget preparations.
- Conduct research as requested.
- Maintain contact lists.
- Act as a point of contact on behalf of the Police Department and Chief of Police.
- Liaise with other employees to handle requests such as public records requests.
- Serve as a backgrounds investigator for all sworn law enforcement applicants.
- Coordinates and compiles department-wide reports, grants, and correspondence. Assigns work to ensure effective and efficient results.
- Administers special projects as assigned by the Chief of Police.
- Attends all Town events as needed.
- Any/all other assigned duties related to the Police Department.

ISSUE PREHIRE PSYCHOLOGICAL EXAMS

- Schedule the prospective candidate's pre-hire psychological exam.
- Administer the test – explain each test and provide testing material.
- Review examination packet.
- Submit the packet to the Psychiatrist.
- Coordinate post-exam interview with Psychiatrist & Candidate.
- Receive Pre-Hire Psychological Exam results for further processing by the Background investigator.

FCIC AGENCY COORDINATOR (FAC)

The person designated by a law enforcement or criminal justice agency to manage and oversee access to and use of the FCIC and NCIC (National Crime Information Center) systems. This individual ensures compliance with state and federal policies and procedures regarding the use of sensitive law enforcement databases.

Responsibilities:

- Maintain security and integrity of FCIC/NCIC data access.
- Manage user accounts and access rights within the system.
- Ensure agency personnel receive proper training and certification.
- Serve as the liaison between their agency and FDLE's Criminal Justice Information Services (CJIS).
- Ensure compliance with CJIS Security Policy and conduct internal audits.

FDLE LOCAL AGENCY SECURITY OFFICER (LASO)

The individual designated by a criminal justice or law enforcement agency to serve as the primary security point of contact for all matters related to the CJIS (Criminal Justice Information Services) Security Policy and access to systems such as FCIC (Florida Crime Information Center) and NCIC (National Crime Information).

Responsibilities:

- Security Oversight: Ensure the agency's compliance with all CJIS security policies and procedures.
- Access Control: Manage who can access CJIS systems (including FCIC/NCIC) and ensure proper user authentication.
- Incident Response: Identify, document, and report security incidents or policy violations.
- Training: Make sure personnel with access to CJIS systems receive required training and security awareness.
- Audits and Documentation: Work with FDLE or the FBI during audits and ensure all documentation is accurate and up to date.
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FALCON – APPLICATION ACCESS ADMINISTRATOR (AAA)

The designated person at a criminal justice agency who is responsible for managing and overseeing user access to FALCON—FDLE's Facial Analysis, Comparison, and Examination System. FALCON is used for identity verification, investigative leads, biometric data matching (especially facial recognition), and criminal justice support.

Responsibilities:

- User Management: Add, modify, or deactivate users' access to the FALCON system.
- Security Compliance: Ensure users meet FDLE and CJIS security training and certification requirements.
- Audit Readiness: Maintain accurate records of user access and assist with FDLE audits.
- Access Requests: Process and approve or deny access based on agency needs and user roles.
- Liaison Role: Act as the main point of contact between the agency and FDLE for FALCON access issues.
- Managing FALCON User Profiles.
- Managing Rapid ID Device Profiles.
- FALCON Reports.
- Managing all Retained Applicant Fingerprints, Watch Lists, and Rapid ID devices until the AAA creates user profiles for other personnel at the agency who are assigned to manage and maintain these FALCON components.

FDLE INFORMATION NOTIFICATION SYSTEM (FINS) ADMINISTRATOR

The individual responsible for managing and overseeing the Information Notification System (FINS). This system facilitates the secure processing and dissemination of fingerprint-based criminal history checks for various entities, requiring background screenings.

Responsibilities:

- Add, modify, and deactivate user accounts within the FINS system.
- Assign appropriate permissions and roles to ensure users have the necessary access levels.
- Monitor system usage to ensure compliance with FDLE policies and procedures.
- Conduct regular audits to identify and rectify any discrepancies or non-compliance issues.

- Receive & review fingerprint results.

DHSMV DRIVER & VEHICLE INFORMATION DATABASE (DAVID) POC

The individual designated by the agency to serve as the primary liaison between the agency and the DHSMV regarding access to the Driver and Vehicle Information Database (DAVID) system.

Responsibilities:

- **Coordinating Access:** Facilitating the agency's access to the DAVID system, which provides immediate retrieval of driver and motor vehicle information essential for law enforcement and criminal justice officials.
- **Compliance Oversight:** Ensuring that all users within the agency adhere to the confidentiality and usage policies set forth by the DHSMV and relevant laws, including the Driver Privacy Protection Act (DPPA) and Florida Statutes.
- **Quarterly Quality Control Reviews:** Conducting internal audits every quarter to monitor compliance with the DAVID access agreement. This includes comparing the list of DAVID users with the agency's internal records, identifying any new or inactivated users, and verifying that usage is properly monitored to ensure authorized access.
- **Training and Certification:** Overseeing that all personnel with access to the DAVID system receive appropriate training and certification, and that they acknowledge their understanding of confidentiality requirements.
- **Reporting:** Submitting required documentation and reports to the DHSMV, such as quarterly quality control review reports, to demonstrate compliance with the DAVID access agreement.

CRIMINAL JUSTICE CONSOLIDATED CRIMINAL HISTORY SYSTEM (CCIS) POC

The individual designated by the agency to serve as the primary liaison with the Florida Association of Court Clerks and Comptrollers (FCCC) or other administrative bodies overseeing the CCIS. This system provides authorized users with statewide access to court records and criminal justice information.

Responsibilities:

- **User Management:** Approve, manage, and deactivate access to CCIS for agency personnel.
- **Security Oversight:** Ensure that all users comply with CJIS security standards and applicable Florida statutes.
- **Training Coordination:** Confirm that users receive required training and understand limitations on data use.
- **Audit Support:** Work with auditors to ensure proper usage and maintain logs of access and activity.
- **Communication:** Act as the agency's representative for updates, changes, or issues related to CCIS.

NIBRS REPORTING

NIBRS is the modernized crime data collection system under the FBI's Uniform Crime Reporting (UCR) Program. It captures detailed information on each single crime occurrence—including the nature and types of offenses, characteristics of victims and offenders, relationships, weapons used, locations, and more.

Responsibilities:

- Ensure software is NIBRS-compliant.
- Train personnel on proper coding and classifications.
- Address errors and maintain audit readiness.
- Submit monthly use of force reports.

ATMS LIAISON

The individual appointed by the agency to serve as the main contact and coordinator between the agency and the Florida Association of Court Clerks and Comptrollers (FCCC) or the administrative body overseeing the Agency Traffic Management System (ATMS).

Responsibilities:

- User Access Management: Approve and maintain agency user accounts within ATMS.
- Training & Support: Ensure users are properly trained and aware of system policies.
- Policy Compliance: Ensure agency practices align with FCCC policies and data security protocols.
- Troubleshooting & Coordination: Serve as the point of contact for resolving technical issues or coordinating updates with the FCCC or system vendor.
- Audits & Reviews: Assist with user audits, usage monitoring, and policy enforcement.

AGENCY TRAINING COORDINATOR

The individual is responsible for planning, coordinating, managing, and documenting training activities for personnel within the agency. This role ensures that all sworn officers, civilian staff, and other designated personnel meet required certification, re-certification, and continuing education standards as mandated by state and federal law.

Responsibilities:

- Develops, schedules, and monitors mandatory and elective training programs (e.g., firearms, defensive tactics, de-escalation, ethics).
- Certification Compliance - Ensures compliance with state training requirements (e.g., Criminal Justice Standards and Training Commission - CJSTC in Florida), including tracking hours and expiration dates for certifications.
- Maintains accurate training records, documentation of attendance, completion certificates, and compliance audits.
- Acts as the liaison between the agency and external training providers, academies, FDLE.
- Coordinates guest instructors, in-service training, field training programs (FTO), online training systems (e.g., CJIS Online), and new-hire orientations.

- CJIS & Security Training Compliance: Ensures personnel complete security awareness training.

FINANCE TASKS

- Review and authorize payment of all agency invoices.
- Oversee the approval process for all financial obligations of the agency.
- Approve and validate all billing and payment requests on behalf of the agency.
- Responsible for initiating and submitting requisitions through the Tyler procurement module.
- Obtain multiple vendor quotes.

SMARTCOP SUPPORT

The designated individual within the agency who serves as the primary point of contact between the agency and the agency's RMS system vendor - SmartCop, Inc.

Responsibilities:

- Act as the agency's first line of support for troubleshooting SmartCop system issues before escalating to the vendor.
- Document and report technical issues or bugs to SmartCop support.
- Provide basic user support and guidance to agency personnel.
- Work with SmartCop to configure forms, fields, or workflows specific to agency needs.
- Communicate regularly with SmartCop's customer service and/or tech support teams.
- Participate in meetings with SmartCop during implementation, integration, or troubleshooting phases.
- Assist with managing user access, roles, and permissions within the SmartCop system suite.
- Create employee profiles.

TRAVEL AND REGISTRATIONS

The individual responsible for the coordination and management of all aspects of travel planning and conference/training registrations for the entire agency.

Responsibilities:

- Book lodging.
- Process all Training Requests & travel authorizations.
- Manage registrations for attendees for conferences and/or training classes.
- Prepare itineraries.
- Reconcile travel expenses and reimbursements.

REPORT PREPARATION

The person responsible for preparing detailed administrative and commission reports that include comprehensive analysis of all calls for service received by the agency.

Responsibilities:

- Review end of shift reports on a daily basis
- Collect and interpret data from CAD (Computer-Aided Dispatch) systems which includes identifying trends, response times, call volumes, and types of incidents.
- Summarize key findings and performance metrics to support operational decision-making, resource allocation, and public reporting.
- Ensure all reports are accurate, timely, and formatted in accordance with agency and governing board standards.
- Collaborate with command staff to develop visual aids, charts, and written narratives that clearly communicate service activity to internal stakeholders.

FLEET MANAGEMENT

Responsible for assisting the Fleet Manager and Command staff with the vehicle fleet.

Responsibilities:

- Support the coordination of vehicle disposition processes.
- Prepare documentation.
- Ensure all documents are signed and/or notarized in a timely manner
- Assist with surplus declarations and facilitating the sale or auction of vehicles in accordance with agency policies.
- Maintain detailed records of vehicle sales and transfers for audit and reporting purposes.

AUTO INSURANCE CLAIMS

The person responsible for monitoring and managing all auto insurance claims related to the department's vehicle fleet.

Responsibilities:

- Submit documentation to insurance providers.
- Schedule vehicle appraisals.
- Track the status of each claim through resolution.
- Maintain accurate and up-to-date records of damage reports, repair estimates, claim numbers, and settlement outcomes.
- Coordinate with fleet management, insurance adjusters, and repair vendors
- Ensure repair vendors are paid in a timely manner.
- Ensure reimbursement checks are received from the insurance company in a timely manner.

MEMORANDUMS OF UNDERSTANDING

The person responsible for coordination and execution of all Memorandums of Understanding (MOUs) for the agency.

Responsibilities:

- Facilitate communication between internal departments, legal counsel, and external partner agencies to ensure all terms are clearly defined and compliant with applicable policies, laws, and regulations.
- Track the progress of each MOU through drafting, revision, and final approval stages.
- Ensure all MOUs are on the agenda for commission approval.
- Obtain all necessary signatures in a timely manner.
- Maintain organized records of executed MOUs and monitor renewal or expiration dates to ensure continued compliance and operational continuity.

SCHOOL BASED DRILLS

The person responsible for assisting in coordinating school-based drills.

Responsibilities:

- Ensure all agency lockdown drills are properly scheduled.
- Confirm that all scheduled drills are added to the agency's master calendar and communicated to relevant personnel in advance.
- Maintain records of after-action reviews, to support compliance, preparedness, and continuous improvement efforts.

COMMUNITY EVENT COSTS

The person responsible for tracking costs associated with staff attending community events.

Responsibilities:

- Maintain record of the overtime costs associated with officers working Town and/or Community events.
- Maintain record of the costs of supplies to attend Town and/or Community events.

AGENCY POLICIES

The person responsible for drafting agency policy and procedures.

Responsibilities:

- Participate in the drafting, revision, and review of agency policies and procedures to ensure clarity, consistency, and compliance with applicable laws, regulations, and best practices.
- Collaborate with leadership, legal advisors, and relevant departments to gather input and ensure policies reflect current operational needs.
- Prepare policy documents for internal review, manage version control, and assist with the dissemination and implementation of approved policies.
- Maintain organized records of policy changes and ensure staff are informed of updates through appropriate communication channels.
- Ensure policies are signed and/or acknowledged by all employees via PowerDMS.

FL LAW ENFORCEMENT ACCREDITATION

The person responsible for providing support in preparing for FL Law Enforcement accreditation.

Responsibilities:

- Assist with documentation, policy compliance, and audit readiness in accordance with standards set by accrediting bodies.
- Assist in collecting and organizing proofs of compliance, updating policies and procedures to meet accreditation criteria, and tracking deadlines throughout the accreditation cycle.
- Frequently coordinate with command staff and accreditation manager to ensure policies are following accreditation guidelines.
- Help maintain accurate records and ensure continuous adherence to established standards to support agency professionalism, accountability, and operational excellence.

RECORDS & EVIDENCE

The person responsible for providing backup support to the Records and Evidence Clerk during absences to ensure continuity of critical functions

Responsibilities:

- Assist with providing citizens public records request information such as the procedure for requesting records.
- Assist with retrieving incident and or crash reports
- Respond to public records requests and ensure secure handling of sensitive information.

KNOWLEDGE, SKILLS AND ABILITIES

The Employee demonstrates considerable knowledge and is guided by the principles of personal and professional integrity; community engagement; equity and inclusion; staff effectiveness; and personal resiliency and development.

- Knowledge and skill in modern office practices and procedures.
- Computer operational knowledge and proficiency in Microsoft Office Suite.
- Ability to follow, understand, and communicate both orally and in writing.
- Ability to manage time and prioritize multiple tasks effectively.
- Strong organizational skills.
- Ability to maintain effective working relationships with other employees.
- Ability to deal with the public in an effective and courteous manner using diplomacy.
- Must have considerable knowledge to read and understand Town codes, ordinances, policies, and procedures.
- Basic knowledge of state-mandated codes and standards, permitting and contractor licensing as they relate to utilities and building code requirements.
- Basic knowledge of law enforcement practices and procedures, including certification requirements and backgrounds investigations.

MINIMUM REQUIREMENTS

- High School Diploma or GED required; Associate degree in Public Administration, Criminal Justice, or a related field (Preferred).
- Specialized Executive/ Administrative Assistant certificate of completion or certification (Preferred).
- Three (3) years of experience in a clerical/administrative position required; three (3) to five (5) years of Law Enforcement or Public Sector clerical/administrative experience (Preferred).
- Obtain Florida Notary Public within three (3) months from date of hire required.
- An equivalent combination of education and experience may be considered.

PREFERRED QUALIFICATIONS

- Bachelor's degree in Public Administration, Business Administrative, Political Science, English or a related field.
- Previous government experience.
- Experience taking minutes during organizational/company meetings.
- Paralegal, records management, and public administration experience.
- Currently possess or in the process of obtaining Certification Municipal Clerk (CMC).
- Notary or eligible to become a notary.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

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

- Regularly required to stand, sit, see, speak, hear, and use hands and fingers to operate a computer, telephone, or other electronic device.
- Occasional light to moderate lifting of office products and supplies may be required.

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

- Moderate noise (business office with computers, telephones, printers, fax machines, photocopiers, filing cabinets, and light traffic)
- Ability to work within a confined area
- Ability to work in a computer station for an extended period of time.
- May be requested to work overtime and weekends for special Town events, projects, and emergencies.