

ADMINISTRATIVE ASSISTANT

Town of Springerville

Police Department

POSITION SUMMARY

This position reports directly to the Office Manager and provides essential clerical, organizational, and operational support to ensure office efficiency. Key responsibilities include answering phones, scheduling meetings, managing email/mail, data entry, and filing. They act as a primary point of contact for the public and supporting team members with daily tasks, supplies, and document preparation. This position is non-exempt under FSLA.

ESSENTIAL FUNCTIONS

- Greets the public, answers the phone and provides information and direction to appropriate personnel
- Receives, files, maintains and releases records to the public, Police Department and other law enforcement agencies
- Responds to information requests from Police, other law enforcement officials and the public
- Maintains required physical security and confidentiality of information encountered or created during the course of assigned duties
- Ensures compliance with records retention processes and schedules
- Adds names, vehicles, property and arrest information and scans all documents into system
- Scans accident reports into on-line reporting system accessed by the public
- Handles all requests for fingerprinting by the public, to include instruction and collecting monies
- Performs standard redactions to written reports, photos, 911 audio, audio interviews, and body worn camera videos, all of which could contain disturbing or graphic content
- Assists with monthly validations and reports according to the National Incident Based Reporting System (NIBRS) and Uniform Crime Reporting (UCR)
- Maintains active, archived, computerized, or hard copy records files according to federal, state, and local regulations and standard operating procedures of the department

Ability to: Learn applicable Town, state and Federal statutes, rules, ordinances, codes, regulations and other governing Police records management. Learn Town and Department policies and procedures. Learn, law enforcement related terminology, acronyms, codes and abbreviations typically appearing in verbal and written communications. Compile and maintain complex and extensive records. Assess and prioritize multiple tasks, projects and demands. Communicate effectively both verbally and in written communication. Establish and maintain effective working relationships. Organize work, set priorities, meet critical deadlines and follow up on work assignments with minimal supervision. Type efficiently and accurately while listening attentively to audio. Follow verbal and written instructions. Receive, file, maintain and release records to the public, Police Department and other law enforcement agencies

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ADDITIONAL FUNCTIONS

- Assists other departments as the need arises.
- Perform other duties as deemed necessary or assigned.

CERTIFICATIONS

- Valid AZ Driver's License.
- No criminal background.
- Must obtain Level B Terminal Operator Certification within six (6) months of hire

POSITION REQUIREMENTS

Experience: Minimum of two (2) years of experience in a clerical or secretarial role required. Relevant education, training, or equivalent occupational experience may be considered in lieu of the required experience. Knowledge in areas including general office practices, typing, finances, office organization and other related matters.

Education: High School Diploma or GED. College credits or technical courses acquired in computer software (i.e. Microsoft Office, Excel), general office financial practices and business are preferred.

Physical Requirements: Limited physical ability needed.

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

The Town of Springerville is an Equal Opportunity Employer.
This job description last updated February 2026.