

SHERIFF'S CLERK Tompkins County

Department: Sheriff's Office

Classification: Competitive

Labor Grade: H(8)

Approved: Reclass 7/01

Revised: 4/23

By: HB, Deputy Commissioner of Human Resources

MINIMUM QUALIFICATIONS: EITHER:

(a) Graduation from a regionally accredited college or university with an Associate's degree in criminal justice, human services, social work or related field OR

(b) Graduation from high school or possession of a high school equivalency diploma and two (2) years experience in a criminal justice, human services, social work or related field.

SPECIAL REQUIREMENT:

1. Completion of eJustice certification within six months of appointment.
2. Must complete a thorough background investigation. May be required to authorize access to educational, financial, employment, criminal history, mental health records or other records. Conviction or other offense is subject to evaluation and may bar appointment. Failure to meet the standards may result in disqualification.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This work involves responsibility for receiving incoming communications from residents' police agencies, and others and appropriately responding to those communications in a professional manner by relaying the information to the County's E-911 communication center, referring callers to another appropriate agency or department official or handling the complaint directly. A Sheriff's Clerk must exercise sound judgment when responding to and forwarding calls to the appropriate agency for resolution. The incumbent must maintain a high degree of alertness and a calm demeanor when responding to complaints from community members. A Sheriff's Clerk is required to support a wide variety of records related to the Office of the Sheriff. The work is performed under the general supervision of a Sergeant Deputy Sheriff. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Answers calls from the community in need of law enforcement services, and queries caller in a calm, systematic manner to determine the seriousness and nature of the situation, the location, the services needed, and other information necessary to evaluate the situation;
- Utilizes a specialized police computer software package to create incident reports;
- Enters orders of protection, file entries, and warrants into the E-Justice computer system;
- May run criminal record checks using department arrest records and E-Justice terminal for Sheriffs Office, District Attorney, military recruiters, and others;
- Assists with maintaining the orders of protection and warrants of arrest database;
- Refer callers to the County E-911 system or another appropriate agency
- Takes information concerning complaints and refers the caller to an appropriate agency or handles the complaint by telephone
- Runs checks on drivers licenses and motor vehicles registrations;

- Records basic information such as names, times, and nature of complaint on Complaint and Report forms and complete entire form on minor complaints;
- Assists Deputies with reporting complaints to Child Protective Workers for Albany's Child Abuse Hotline;
- Assist with the filing of motor vehicle accident reports and signing off on equipment defect forms.
- Performs other duties as assigned

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

- Good knowledge of operations of the Sheriff's Office
 - Good knowledge of the geography of Tompkins County;
 - Working knowledge of local, state and federal practices and terminology of police work
 - Ability to understand and carry out oral and written instructions;
 - Ability to be firm yet courteous in dealing with the public;
 - Ability to obtain accurate information in high stress situations including from residents experiencing strong emotions
 - Ability to function well in emergency situations;
 - Ability to maintain accurate records and prepare accurate reports;
 - Ability to communicate clearly on the telephone, in person, and in writing
 - Willingness to work on all three shifts;
 - Good judgment, good memory;
 - Initiative and resourcefulness;
 - Emotional maturity, tact, courtesy;
 - Clerical aptitude;
 - Physical condition commensurate with the demands of the position.
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- Professional appearance and care of workspace
 - Ability to maintain high levels of confidentiality
 - Ability to work with diverse members of the community and resolve concerns in a fair and timely manner

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