



Colonel Lawrence R. Suther  
Chief Deputy

James T. DeWees  
Sheriff

**Office of the Sheriff**  
**Carroll County, Maryland**  
100 North Court Street  
Westminster, Maryland 21157

TTY: 711/800-735-2258



Colonel George R. Hardinger  
Warden

**Administrative Assistant I**  
**Grade W4 – Non-Exempt**  
**Starting Salary - \$32,385 annually / \$15.57 hourly**

**General Duties:**

This position is a **civilian** administrative position within the Administrative Services Bureau and provides high-level administrative support for the Sheriff's Office, which consist of three (3) bureaus, Corrections, Law Enforcement and Administrative Services. Regular contacts are maintained with county and state government managers, judges, court employees, other law enforcement and corrections officials, elected officials, co-workers, citizens, and county partners. Work is performed with considerable independence, which is often time sensitive and requires exactness. Work is also performed in a team environment in which communication is key. Tasks require the following: excellent critical thinking and problem solving and decision making skills, organizing, planning and prioritizing work, the ability to work with minimal supervision and provide outstanding customer service.

**Availability:** Monday – Friday, 0700 – 1600 hours with a 1 hour lunch (flex around lunch schedules)

**Eligibility:**

- Must be a U.S. Citizen
- Must possess a High School Diploma or G.E.D. certificate
- Must possess a valid driver's license
- Must be able to read, write, and speak English
- Must meet minimum requirements set forth by the Carroll County Sheriff's Office (please visit our website at [www.carrollcountysheriff.com](http://www.carrollcountysheriff.com) / employment / hiring process)

**Qualifications and Requirements:**

- Two years office administrative/secretarial experience\*
- Proficiency in Microsoft Office applications
- Prior experience in law enforcement is preferred
- Position may require extensive periods of sitting
- Position may require the ability to lift 30-50 pounds, as well as push, pull or move objects
- Position requires extended periods of computer based tasks

*\*A comparable amount of training and experience may be substituted for the minimum qualifications*

**SHERIFF SERVICES**

Phone: (410) 386-2900  
Toll Free: (888) 302-8924  
Fax: (410) 876-1152



**DETENTION CENTER**

Phone: (410) 386-2628  
Toll Free: (888) 302-8826  
Fax: (410) 857-1509

## **Essential Tasks:**

- Manage multiple calendars, coordinate schedules, and schedule/confirm appointments
- Assist with coordinating meetings, programs, and events, and preparing agendas for all bureaus
- Screen and greet visitors; handle inquiries and direct them to appropriate personnel
- Answer telephones, take messages and transfer calls to appropriate individuals
- Provide appropriate information in response to telephone calls
- Use computers for a variety of tasks, to include data entry and word processing
- Operate electronic mail systems and coordinate internal and external communications
- Establish, organize, and maintain paper and computer records management/file systems
- Create, maintain and enter information into databases; prepare and compile reports as needed
- Assist with recording, composing, typing and distributing meeting minutes
- Compose, prepare, and process general and confidential correspondence, including email and fax
- Manage, track, and follow up/reply with incoming and outgoing correspondence; locate supporting documentation as needed
- Record and file copies of correspondence and other files in accordance with policy and procedure
- Complete various forms in accordance with policy and procedure
- Create and correlate documents needed for mailings for various activities
- Collect, route and distribute incoming mail to appropriate departments/staff; post outgoing mail
- Collect documents and mail from county office locations and distribute accordingly
- Receive mail and packages for the office; distribute to various departments/staff
- Respond to questions regarding overall departmental policies, procedures, and practices
- Manage the disbursement and replenishment of office supplies for various locations
- Operate office equipment, such as copies, scanners, fax machines, phone systems and security systems; schedule and coordinate repairs for related equipment
- Maintain additional equipment such as kiosks and manage calls for service, restocking, etc.
- Maintain strict confidentiality of sensitive law enforcement/correctional related information and data
- Identify and analyze information and research multiple sources for solutions in order to provide appropriate and relevant results
- Learn to operate new technologies as they are developed and implemented
- Perform other related duties as required

## **Knowledge, Skills and Abilities**

### *Knowledge*

- Possess clerical and administrative knowledge to include typical office procedures and practices
- Knowledge of the English language, to include structure and content, rules of composition and grammar, and the meaning and spelling of words
- Knowledge in operating standard office equipment
- Knowledge of principals and processes for providing outstanding customer service

### *Skills*

- Writing – communicating effectively in writing as appropriate for the needs of the audience
- Active Listening – to include taking the time to understand what is required and ask questions to confirm
- Reading Comprehension – understanding work related writing
- Speaking – talking with the ability to convey information effectively
- Time Management – effectively manage one's own time as well as overall timing with projects and deadlines

- Coordination – coordinating scheduled work with unscheduled work, work of others
- Critical Thinking – using logic and reasoning to identify the strengths and weaknesses of alternative solutions or approaches to problems
- Judgement and Decision Making – consider and balance potential actions to choose the most appropriate outcome
- Social Perceptiveness – being aware of others’ reactions and understanding those reactions
- Service Orientation – awareness and ownership of looking for ways to help people

Abilities

- Excellent written and oral comprehension; the ability to listen, read and understand information and ideas
- Excellent written and oral expression; the ability to clearly communicate information and ideas to others
- Ability to establish and maintain constructive and cooperative working relationships with co-workers and the general public
- Ability to effectively organize, plan, and prioritize tasks in order to meet varied deadlines
- Ability to exercise good judgment, courtesy, and tact in dealing with the general public to resolve problems
- Ability to communicate appropriately and effectively to varied audience levels (supervisor/co-worker/public)
- Ability to apply deductive and inductive reasoning abilities
- Ability to apply information ordering –arrange things or actions in a certain order according to specific sets of rules
- Ability to work with various computer hardware platforms and computer systems and software such as calendar and scheduling software, content workflow, desktop publishing, internet browser and electronic mail systems
- Ability to maintain/complete multiple tasks and manage different types of workflows

**Selection Process:** The selection will be based on, but not limited to the candidates successfully completing the following steps:

- Application
- Completion and review of Confidential Questionnaire and resumé
- Oral Interview Board
- Conditional Offer
- Polygraph Examination
- Background Investigation
- Physical / Medical Examination
- Final Command Review/Interview
- Final Job Offer

**Request Procedure:**

To be considered for this position, qualified candidates must complete and submit employment application electronically through our website at [www.carrollcountysheriff.com](http://www.carrollcountysheriff.com) or [www.policeapp.com](http://www.policeapp.com). Applications must be submitted **no later than 11:59 p.m. on Sunday, March 31, 2019.**

*“One or more positions may be filled using this vacancy announcement”*

*The Carroll County Sheriff’s Office is an Equal Opportunity Employer*