



Job Title: Office Assistant – Police Department

Reports To: Chief of Police

Workers Supervised: None

POSITION SUMMARY

The Office Assistant provides general administrative, clerical, and customer service support to the Lake Hallie Police Department. This role is responsible for reception duties, document management, records processing, and day-to-day office coordination. The Office Assistant serves as a primary point of contact for the public and ensures efficient, accurate, and professional office operations in support of law enforcement services. This position requires a high level of discretion due to exposure to confidential and sensitive information.

MINIMUM QUALIFICATIONS

Education: High school diploma or equivalent required; additional coursework in office administration preferred.

Experience: One (1) year of office or customer service experience required; municipal or public safety experience preferred.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Serve as a public liaison by greeting visitors and directing inquiries in a professional and courteous manner
- Answer and manage a multi-line phone system; relay messages and route calls appropriately
- Perform data entry and maintain accurate records, files, and documentation systems
- Prepare, review, and proofread reports, correspondence, and other departmental documents
- Assist with records management, including filing, retention, and retrieval of documents
- Support scheduling of appointments, meetings, and department-related activities
- Process incoming and outgoing mail and manage departmental supplies
- Provide general clerical support including copying, scanning, faxing, and organizing files
- Assist with licensing, permits, and other administrative processes as assigned
- Provide responsive customer service to the public and internal staff, addressing inquiries with professionalism and clarity



- Maintain strict confidentiality when handling sensitive information, reports, and photographs
- Support department communication efforts and assist with coordination of community-related activities as needed
- Perform other duties as assigned to support departmental operations

Knowledge, Skills, and Abilities

- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and general office technology
- Strong organizational skills with the ability to prioritize tasks and manage multiple responsibilities
- Excellent attention to detail and accuracy in data entry and document management
- Effective written and verbal communication skills
- Ability to maintain professionalism and composure when interacting with the public
- Strong customer service skills with a focus on responsiveness and problem-solving
- Ability to work independently while supporting a team-oriented environment
- Demonstrated ability to handle confidential and sensitive information with discretion

Physical and Environmental Requirements

- Work is performed primarily in an office setting with extended periods of sitting, computer use, and public interaction.
- Occasional lifting (up to 25 lbs.), bending, or kneeling may be required.
- Position requires adaptability to multiple and concurrent deadlines.
- The role includes exposure to sensitive or graphic information related to law enforcement activities.

Equal Opportunity Employer

The Village of Lake Hallie is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Village will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.