



**Administrative Assistant  
(Records / FOIA Officer)  
NOTICE OF OPEN POSITION  
July 25, 2023**

The DeKalb County Sheriff's Office is seeking candidates for the position of Administrative Assistant in our Records Division working primarily with FOIA requests. This is a full-time AFSCME union position 40 hr/wk (Monday-Friday 9AM-5PM) that requires excellent communication and comprehension skills. The successful candidate needs to have the ability to communicate well, both verbally and in writing, with the public on a daily basis. The starting pay for this position is \$17.05 per hour. DeKalb County offers a full range of benefits including paid vacation, sick time, holidays, retirement, and insurance. **All applicants are subject to an intensive background check.** The DeKalb County Campus is a smoke-free environment.

**JOB SUMMARY:** This position requires computer skills, including but not limited to Microsoft Office, Word, Excel, Outlook, and Adobe. Recordkeeping and organizational skills, planning and time management skills, as well as excellent communication skills, accuracy, thoroughness, and attention to detail. The person in this position would be expected to perform all steps of the Freedom of Information Act (FOIA) process, assist customers with records request, background checks and crash reports.

**ESSENTIAL FUNCTIONS:**

- Answer all incoming phone calls regarding request for accident reports, background checks, and Freedom of Information Act requests. May require directing calls to appropriate personnel in the Sheriff's Office.
- Manages fax machine; directs to appropriate individual or department.
- Greet persons at the records counter and either assist them with questions regarding accident reports, background checks, FOIA requests or refer them to the proper person or office.
- Conducts computer and manual criminal history inquiries for police officers and other agents of criminal justice and governmental agencies.
- Completes a variety of requests for other agencies such as local municipalities, DCFS, FBI, and others.
- Copy documents and reports for States Attorneys, internal use, and in processing Freedom of Information Act requests.
- Redacts reports/documents and issues cover letters in accordance with FOIA statutes.
- Provides quality control to ensure accurate and complete paperwork. Works with deputies to make corrections to paperwork.
- Utilizes various department computer systems to input data, make data inquiries, and prepare reports related to Freedom of Information Act Requests.
- Maintain/file all incident reports and crash reports both in paper and electronic form. Prepares accident files and creates yearly OCA file folders at each fiscal year end.
- Operates a computer to enter, retrieve, review, or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, database, or other programs.
- Performs clerical functions such as copying, sorting, and distributing mail, faxing information, assisting with mass-mailings and filings.

- Keep abreast of all FOIA laws and changes that are necessary to keep the department within the standards set.
- Receives incoming mail and directs packages for delivery. Also responsible for gathering daily outgoing mail and transferring it to the mailroom.
- Responsible for gathering weekly departmental deposits and transferring the deposits to the Treasurer's Office.
- Prepare the quarterly mailing of the DeKalb County Sex Offender List to all schools and facilities prearranged by the State of Illinois.
- Maintain booking files. Files new bookings alphabetically.
- Lock up building at end of shift to include the doors and elevator. Requires staying late when necessary to serve the public.

**OTHER JOB FUNCTIONS:**

- Answer administrative phones; screen and assist callers; take and relay messages; assist employees, and citizens in the Sheriff's Office lobby.
- Accepts payments and processes paperwork related to administrative tows.
- Participates in departmental cross-training initiatives to acquire knowledge and skills sets to support departmental efficiency.
- Prepares reports and pertinent documentation as requested.
- Maintains required departmental documentation, filing system and public informational materials.
- Completes special projects and other duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

- Maintain a strict CONFIDENTIALITY in all aspects of the position.
- Must have excellent organization and record keeping skills.
- Professional telephone etiquette and strong customer service skills.
- Knowledge of principle practices and public safety operations.
- Ability to work independently with minimal supervision while exercising good judgment and initiative.
- Ability to work in a stressful environment, diffuse stressful situations, and manage multiple tasks simultaneously.
- Strong verbal and written communication skills and the ability to understand and follow complex verbal and written instructions.
- Must be knowledgeable in the proper use of grammar, spelling and punctuation.
- Ability to develop and maintain collaborative working relationships with all levels of staff, management, agencies, and general public.
- Must be able to elicit information from irate, upset, and anxious customers.
- Strong interpersonal skills and the ability to show empathy when dealing with difficult situations.
- Ability to work effectively as a team player, take the initiative and make constructive recommendations to improve overall departmental efficiency.
- Ability to multi-task and work under pressure with interruptions and within short timeframes.
- Ability to handle confidential/sensitive materials in a professional manner.
- Knowledge of modern office procedures, methods, and computer equipment.
- Ability to identify, troubleshoot and report electronic system glitches or errors.

- Must have the ability to maintain professional composure and take reasonable action when confronted with difficult situations.
- Learn to operate new office technologies as they are developed and implemented.
- Maintains regular attendance and punctuality.

**MINIMUM QUALIFICATIONS:**

**Education:**

- High School Diploma or equivalent.
- Valid driver's license required.

**Experience:**

- Prior background in working with sensitive information desired.
- Prior experience working in an office environment is preferred.
- Strong working knowledge of Microsoft Office, Word, Excel, Outlook, and Adobe Acrobat Pro.
- Knowledge and experience in law enforcement work a plus.

**Other:**

- Must pass extensive background investigation and oral interview with the Sheriff.

**SUPPLEMENTAL INFORMATION:**

**WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

- This position will work primarily in an office setting. While working in the office, the person in this position will regularly sit, stand, walk, reach with hands and arms, and talk or hear on the phone and in-person.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- This position will occasionally lift/move up to 25 pounds.
- This position may require long periods of standing or sitting and be focused on a computer screen.
- This position may be exposed to graphic images of law enforcement encounters and crimes, including homicides and assaults.
- The noise level in the work environment can be quite distracting at times. Employees must be able to work productively with frequent interruptions and maintain a high level of accuracy.
- Ability to deal with individuals who may be distraught while maintaining a professional manner may be required.

**EQUIPMENT USED:**

- General office equipment including computer, printer, scanner, copier, and multi-line telephone.

**ADDITIONAL INFORMATION:**

To apply for this position, please email Ashley M. Carlson with your first and last name, phone number, email address and title of position applying for at [amcarlson@dekalbcounty.org](mailto:amcarlson@dekalbcounty.org) to receive a link to the online application process through the Guardian Portal. Questions regarding this position can be directed to the same email address.