



# Lummi Indian Business Council

2665 Kwina Road · Bellingham, Washington 98226 · (360) 312-2000

*'Working together as one to Preserve, Promote and Protect our Sche Lang en'*

## **JOB ANNOUNCEMENT**

**JOB TITLE:** Support Service Assistant

**\*\*Re-Advertise\*\***

**OPEN:** June 13, 2022

**EXEMPT:** No

**SALARY:** \$18.15 - \$19.73/hr. DOE

**SHIFT:** Day

**LOCATION:** Police Department

**DURATION:** Regular Full-Time

**CLOSES:** Until Filled

**JOB CODE:**

**DIVISION:** Law & Justice

**DEPARTMENT:** Police

**SUPERVISOR:** Support Services Supervisor

**VACANCIES:** 1

**JOB SUMMARY:** The Support Services Assistant will perform in a team environment to accomplish a variety of functions associated with the operations of the Police Department, especially reception and telephone communication with visitors, other agency officials, and the public. Special emphasis is placed upon customer service, and communication with visitors, phone calls coming into the Police Department, and assisting Support Services personnel with various functions.

The Support Services Assistant acts as first point of contact for citizens by telephone and in person, to a diverse group of citizens including victims, offenders and the mentally ill. The Support Services Assistant is responsible for referring to the Support Services Supervisor or the Sergeant on duty, in prioritizing emergent and non-emergent calls and walk-in traffic.

Work is performed extensively at a computer workstation with periods of prolonged sitting. Station is often shared with other staff. Environment includes a normal range of noise and other distractions working around standard office equipment.

Employees are often subjected to extremely disturbing and sensitive dialogue, materials, and photographs. Employee will encounter a diverse public who may be frightened, diseased, volatile, or mentally disturbed, or under the influence of mind-altering substances. This is often associated with frequently chaotic and intensely demanding time-sensitive situations. Employee may be exposed to paperwork that may be soiled from a crime scene or pest infestation.

**ESSENTIAL JOB DUTIES AND RESPONSIBILITIES** include the following, and other related duties as assigned.

1. Maintain strict confidentiality, access to, and security of highly sensitive materials, including current and archived records, photocopy, route reports, and maintain filing systems for law enforcement reports.
2. Receives, responds to, records messages, and refers incoming telephone calls. Determines nature and immediacy of all call inquiries; gathers pertinent information and relays accurate details to appropriate responders. Provides information on departmental policies and procedures; refers

- calls to staff, emergency dispatch, or other departments or agencies as appropriate; records accurate and detailed messages for staff.
3. Greets daily visitors to the Police Department providing problem assessment and direction, information, and appropriate referral; determines the nature and immediacy of emergencies and general inquiries and refers appropriately; locates and directs visitors to requested division or staff person. Refers citizens to appropriate staff for complaints or commendations.
  4. Determine appropriate release of police records to the public, and other departments in accordance with Lummi Code of Laws, Federal guidelines with regard to protected information, and department policy.
  5. Organizes, scans, indexes, and validates case file documents for records management system. Prepares and copies all arrest documents; determines routing to prosecution staff according to established procedures. Files related reports and documents in various systems. Distributes reports, documents and communications to appropriate division, officer, or various law enforcement agencies.
  6. Attend to other related duties as assigned.

#### **MINIMUM QUALIFICATIONS:**

- High School Diploma and two (2) years of experience in a fast-paced, demanding office environment; **OR** Associate degree in Business Administration, or related field; and
- Must be able to complete CJIS Security Training and ACCESS Level I certification, within six (6) months of hire.
- Lummi/Native American/Veteran preference policy applies.

#### **KNOWLEDGE, ABILITIES AND SKILLS:**

- Must be able to communicate orally and have adequate writing skills to effectively interface with Lummi Nation Police Department, prosecutors, attorneys, and general public.
- Must have working knowledge of the following office equipment: copier/printer/FAX, desktop computer, computer scanning equipment.
- Must have intermediate filing/data entry skills, and software systems skills.
- Must be computer literate with specific working knowledge of Microsoft Office, and database management.
- Ability to work efficiently under emergent and stressful conditions, handling simultaneous activities including heavy walk-in traffic and call load, radio communication, computer operation, and dealing with the public and officers.
- Ability to meet the physical requirements of the job, including the ability to lift and carry up to 25 pounds.
- Knowledge of the Lummi Culture and ability to apply that knowledge in the operation of the department, and in daily contacts.

#### **REQUIREMENTS:**

- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LIBC Drug & Alcohol Free Workplace Policy.
- This position requires regular contact with or control over Indian children and is therefore subject to successful and extensive criminal background check, CAMIS background check.
- This position is subject to an extensive Law Enforcement Employee background investigation.
- Must possess and maintain a valid Washington State Driver's License and must be eligible for coverage by Tribal Insurance.
- Must maintain strict confidentiality at all times.
- Position at this level must be able to pass at the minimum an NCIC Criminal History background check, to oversee information received by the Office of the Chief of Police. Recheck required every five (5) years.

- Must be fully vaccinated for COVID-19 including two (2) doses of a 2-dose series, or one (1) dose of a 1-dose series, plus 14 days beyond the final dose prior to the start date

**TO APPLY:**

To obtain a Lummi Indian Business Council (LIBC) application go to: <https://www.lummi-nsn.gov/widgets/JobsNow.php> or request by e-mail [libchr@lummi-nsn.gov](mailto:libchr@lummi-nsn.gov). For more information contact the HR front desk (360) 312-2023. Submit LIBC application, cover letter, resume & reference letters no later than 4:30 p.m. on the closing date listed above. If listing degrees or certifications include copies. Mailing Address: 2665 Kwina Road, Bellingham, WA 98226. Human Resource Fax number: 360-380-6991.