

Job Title	Investigative Secretary
Reports to:	Supervisor of Investigation
Department	INVESTIGATIONS
Position Description	Under general supervision, the primary purpose of the Investigative Secretary classification is to assist assigned staff, general public and supporting agencies with immediate inquiries, obtain death reports, and provide strong customer support to external and internal persons. Working conditions are in an office environment.
Major/Essential Functions	<p>These duties are illustrative only. Position may perform some or all these duties or other job-related duties as assigned:</p> <ol style="list-style-type: none"> 1. Answer incoming telephone calls and routine inquiries to assist the general public, supporting agencies and staff in a timely manner 2. Receive and respond to informational requests from professionals, families and general public 3. Screen calls for appropriateness, taking reports of deaths 4. Populate database with information and retrieve information from database 5. Take formal public record requests and distribute to appropriate staff for completion. 6. Maintain outside agency and funeral home directories within case management system. 7. Operate and support needs for copier/fax/scan machine. 8. Communicate effectively with supervisor the need for phone coverage.
Occasional Duties	<ol style="list-style-type: none"> 1. Assist with inventory of supplies and/or evidence. 2. May assist with educational activities. 3. Other duties as assigned.
Qualifications	The ideal candidate is a graduate from an accredited college or university with an Associate's Degree in Criminal Justice, Law Enforcement, Biological Science, Nursing or another related field; or an equivalent combination of education and experience. The ideal candidate has the ability to effectively respond to inquiries and complaints that are very sensitive in nature. They should have the ability to communicate effectively, both verbally and in writing and to provide a high level of compassion with sensitive inquiries. They must have the ability to manage a high volume of calls. They must maintain effective working relationships with co-workers, county employees, government agencies, outside organizations, and the general public. Knowledge of medical terminology; knowledge of health and safety standards and practices. Ability to secure work area; ability to operate personal computer, facsimile, copier. English is the official language of this position.
Preferred Qualifications	Two (2) years minimum experience as a Receptionist or Administrative Assistant with an emphasis on answering phone inquiries. Previous experience in strong customer service, mental health or medical office.
Physical Demands	Physical requirements include lifting-carrying of 10-25 lbs.; visual acuity, speech, and hearing; hand and eye coordination and manual dexterity necessary to operate computer keyboard. Subject to handling, walking, sitting, standing, bending, reaching, and twisting to perform the essential functions. Must be able to sit for prolonged periods of time.
Additional Requirements	<p>Required completion during probationary period (180 Days):</p> <ol style="list-style-type: none"> 1. FEMA ICS 100, 200, and 700 courses 2. Franklin County Human Resources Courses (Ethics, Customer Service, Multicultural Awareness, First Aid/CPR/AED, and CRASE)
Pay	Starting at \$19.70 /hr
Regular or Temporary Essential Status	Regular Non-Essential
Full time or Part time	Full-time
Classified or Unclassified	Classified
Bargaining Unit	Non-bargaining
FLSA	Non-exempt
Job Category	Clerical
Schedule	Weekends which include Saturday and Sunday; shifts may be fixed or rotating at management's discretion.