

CASUAL ADMINISTRATIVE ASSISTANT-POLICE RECORDS

Location: New Castle, DE

Salary: \$17.00

Opening Date: October 6, 2025

Closing Date: Until Filled

I POSITION SUMMARY

This position is a multi-faceted, non-supervisory administrative position for the performance of a wide variety of administrative and clerical duties, the difficulty of which varies by skill level, including any reasonable request or assignment. Plans, gathers, formats, and prepares information for correspondence, reports, forms and documents. Handles recordkeeping, including managing public requests for information, collecting fees owed to the police department, and interacting with visitors. Prepares correspondence and assists as necessary in administrative functions and conducts the essential functions of the position in a professional and confidential manner. This casual position is limited to work a maximum of 28 hours per week on average, but not guaranteed to work a minimum number of hours, nor are there any guaranteed assignments.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Processes, files and retrieves police reports, arrest records, and other sensitive information
- Responds to records requests from the public or other agencies in a timely manner while ensuring the confidentiality and accuracy of all records
- Receives, distributes, and handles all incoming and outgoing mail in a timely, confidential, and professional manner
- Provides administrative/clerical support (e.g., filing, typing, faxing, appointments, copying)
- Answers telephone calls and takes/distributes telephone messages.
- Provides clear, concise, and helpful information to the public, co-workers, and department enabling them to make informed decisions
- Assists with the preparation of reports as required
- Assists with ticket data entry and uploading information into various law enforcement records programs
- Promotes a professional and courteous environment at Authority facilities
- May assist in various financial tasks and responsibilities related to report requests (e.g. receiving checks/mailing reports to insurance companies)
- Provides the highest level of customer service and professionalism to all internal and external customers
- Performs other duties as assigned

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Well organized with a strong attention to detail
- Adheres to strict confidentiality protocols
- Ability to prepare clear, concise reports and other documents in a timely manner.
- Knowledge of effective clerical and administrative practices.
- Ability to communicate effectively with the public and co-workers.
- Knowledge of effective filing and tracking practices.
- Operates a variety of office equipment, including computers, copiers, fax machines, printers and calculators.
- Operates a variety of software to include MS Outlook, Word Perfect, and Excel.
- Ability to provide superior customer service to everyone by responding in a courteous and efficient manner

IV. REQUIRED EDUCATION AND EXPERIENCE

- High school diploma or equivalent or equivalent related experience
- Associates degree preferred
- A minimum of three (3) years of experience performing administrative functions, typing, conducting office procedures, and working with others in a team environment preferred

V. LICENSES, REGISTRATION, AND CERTIFICATES

- Valid driver's license

VI. SPECIAL REQUIREMENTS

- Subject to a background investigation and drug test
- Delaware River and Bay Authority requires that all employees have direct deposit with a financial institution to receive their bi-weekly pay
- Training in security protocols will be required

