

ADMINISTRATIVE ASSISTANT-POLICE

Location: Delaware Memorial Bridge, New Castle, DE

\$45,500 to \$54,600 (Salary Grade 102)

(Position and Salary commensurate with experience and skills)

Opening Date: January 30, 2026

Closing Date: March 2, 2026

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.

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 documents/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
- Compiles departmental calls for service data
- Prepares monthly statistical and analytical reports
- Reviews various law enforcement reporting systems to verify completion of required documentation
- 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

- Must be willing and capable of learning technical requirements related to the assigned area of work
- Exercise judgment within generally defined guidelines and instructions
- Effective oral and written communication skills
- Excellent typing and computer skills
- Ability to operate standard office equipment
- Proficiency in organizing and maintaining files
- Ability to prioritize assignments
- Demonstrated experience in Microsoft Office programs such as Word, Excel and PowerPoint
- Demonstrated experience using time and attendance systems

- Must be able to handle confidential information with a high level of discretion
- Ability to interact with a diverse group of important external callers and visitors as well as internal contacts at all levels of the organization.
- Ability to make independent judgment in planning, prioritizing and organizing diversified workload, recommending changes in office practices or procedures, etc.
- Ability to provide excellent customer service

IV. REQUIRED EDUCATION AND EXPERIENCE

- Associate's degree or appropriate equivalent experience
- A minimum of five (5) years relevant and increasing experience in office administration which includes but not limited to answering phones, directing calls, record keeping/filing, correspondence, incoming/outgoing mail, coordinating meetings
- Experience in administrative work in a law enforcement environment preferred

V. LICENSES, REGISTRATION, AND CERTIFICATES

- Valid driver's license

VI. SPECIAL REQUIREMENTS

- Subject to a background investigation including credit and pre-employment drug testing
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution to receive their bi-weekly pay

If you are interested in applying for this position please complete the on-line application at www.drba.net. In addition, you also have the option of attaching a resume to the completed application.

The Delaware River and Bay Authority is an Equal Opportunity Employer