

**Stanford University Department of Public Safety
Position Description**

Position Title: Administrative Associate 2
Status: Non-exempt
Job Code: 4102
Grade: E
Reports to: A Lieutenant, Sergeant, Civilian Manager, Supervisor or Program Manager

Job Purpose

Provide administrative or operational support working under general supervision.

Position Description

The Administrative Associate 2 (AA2) provides administrative support to various units within the department. The exact amount of time spent supporting each of the units will vary according to need and the time of the year. Examples of the type of work to be performed are noted in the sections that follow.

The AA2 must maintain the confidentiality of information encountered during the course and scope of activities. The person filling this position must be able to transition readily between multiple assignments and prioritize assignments with minimal direction and feel comfortable seeking direction when uncertain. Essential attributes include attention to detail, strong customer service, strong verbal and written communications skills, flexibility, a positive attitude, the ability to work independently as well as part of a team, and the ability to function during stressful situations.

All benefits-eligible members of the Stanford Department of Public Safety are considered essential (or required) university personnel for purposes of managing emergencies and critical incidents impacting significant portions of the campus. As such, all benefits-eligible DPS personnel are expected to respond to campus during a major emergency. In conjunction with other DPS personnel, the AA2 may be responsible for implementing ICS during large scale and/or high profile special events and critical incidents. Additionally, the AA2 plays a key role in the special events response efforts. These responsibilities will require the incumbent to work nights and weekends, sometimes with little advanced notice.

This position is subject to shift work and may be assigned to work any of the following: day, swing, or night shifts, as well as a rotation which could include regular weekend work.

Core Duties

Duties may include the following:

General Administrative Duties

- Respond to inquiries, including walk-in requests for assistance at the front counter of the Police department, and take appropriate action.

- Process and monitor routine financial transactions (may include: accounts payable, PCard, ijournal, expense request and travel/training transactions), which may include researching and resolving discrepancies, to ensure timely and accurate processing.
- Perform duties associated with scheduling, organizing, and operating department events, including recommending vendors for services, overseeing the production and distribution of materials, coordinating logistics, and serving as liaison with internal and external vendors.
- Provide general administrative assistance with filing, copying, stocking supplies, scanning and indexing of department forms and documents.
- Perform human resources transactional support including payroll data entry and timecard reconciliation for department personnel including reviewing pay rosters and backup documentation, and resolving discrepancies.
- Draft and/or generate routine communications.
- Maintain office supplies and equipment; obtain vendor quotations, as needed.
- May serve as the point of contact for general maintenance, health and safety, and other facility concerns within the unit(s); report any incidents or potential safety problems to appropriate representatives.
- Track completion of training.
- May provide guidance or training to student and/or casual, contingent employees or volunteers.
- Other duties may also be assigned.

Additional Duties

- All members of the Stanford Department of Public Safety are considered essential or required University personnel and are expected to respond to campus during a major emergency to assist the department with the management and mitigation of the emergency.
- Provide personnel and equipment logistics support or other public safety roles during large scale special events.
- Monitor a police radio during one's assigned shift and be alert to incidents which would require the issuance of a "Timely Warning" or "Immediate Notification." Draft alert notices and determine, based upon the circumstances, if Command level approval is required before sending the message using the university's AlertSU system.
- **Weekend work and shift work will be required, sometimes with little advanced notice, including 5-8 home football games each year. **

Minimum Education and Experience Required

High school diploma and three years of administrative experience, or a combination of education and relevant experience.

Minimum Knowledge, Skills and Abilities Required

- Friendly, engaging and courteous demeanor; excellent customer service and interpersonal skills.
- Ability to use sound judgment and independence in determining priorities.
- Ability to communicate with others and to assimilate and understand information in a manner consistent with the essential job functions.

- Ability to work in fast-paced environment and complete work in a timely and accurate manner.
- Proficient computer skills and demonstrated experience with office software and email applications (e.g., Word, Excel) and the ability to adapt to new technologies and processes.
- Demonstrated success in following through and completing routine tasks; ability to manage a varied work volume. Ability to multi-task and prioritize.
- Ability to work independently as well as part of a team.
- Effective oral / written communications skills including the ability to interact with a diverse group of people.
- Ability to keep sensitive information strictly confidential at all times.
- Strong organizational skills and attention to detail.
- Desire to learn, accept and promote the Department's Core Values.
- Familiarity with University policies and procedures, preferred.
- Possess and maintain a valid CA driver's license.

Physical Requirements

- Constantly perform desk-based computer tasks.
- Frequently sitting.
- Occasionally stand/walk, reach/work above shoulders, grasp lightly/fine manipulation, grasp forcefully, use a telephone, sort/file paperwork, lift/carry/push/pull objects that weigh 10-20 lbs.
- Rarely twist/bend/stoop/squat, kneel/crawl.
- Possess and maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include sitting or standing for extended periods of time, sometimes in inclement weather conditions, and operating assigned office equipment.

** - Consistent with its obligations under the law, the University will provide reasonable accommodation to any employee with a disability who requires accommodation to perform the essential functions of the job.*

Working Conditions

- Evening and weekend shift work may be required. Ability to respond to schedule adjustments, sometimes with little advanced notice.

Work Standards

- Interpersonal Skills: demonstrates this ability to work well with Stanford colleagues and clients and with external organizations.
- Promote a culture of safety: demonstrates a commitment to personal responsibility and a value for safety; communicates safety concerns; uses and promotes safe behaviors based on training and lessons learned.
- Subject to and expected to comply with all applicable University policies and procedures, including but not limited to the policies found in the University Administrative Guide, the department General Orders, and applicable department policies and procedures.

Special Requirements

- Applicant must pass a complete background investigation including a search of local, state, and national files for criminal history.
- Must be able and willing to respond to and work large-scale special events as well as unplanned critical incidents, sometimes with little advance notice.
- All personnel working for the department are responsible for providing public safety services to the community. Personnel will be trained to perform duties outside their normal day-to-day responsibilities, such as dispatching and/or emergency call taking and/or special events logistics support, so they are able to provide support during emergencies and special events. Training includes familiarity with the Incident Command System.

Selection Process (specific order of the process is subject to change)

- Application
- Personal History Questionnaire (PHQ)
- Interview with Department personnel
- Background investigation
- Personal Interview with the Director of Public Safety

** Stanford Department of Public Safety does not pay the candidate for travel expenses associated with testing / interviewing, unless otherwise indicated by the department at the time of call for interview.*

** Stanford is an equal opportunity employer and all qualified applicants will receive consideration without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, or any other characteristic protected by law.*