



COLUMBIA COUNTY, OREGON
JOB TITLE: SUPPORT SERVICES SPECIALIST
DATE: APRIL 1, 2025

EXEMPT (Y/N):	No	CLASSIFICATION:	CSC
DEPARTMENT:	Sheriff's Office	JOB CODE:	P0118
SUPERVISOR:	Office Manager	SALARY RANGE:	122
UNION (Y/N):	Yes	LOCAL:	CCDSA

GENERAL STATEMENT OF DUTIES: Perform advanced civil process and administrative support functions in the Sheriff's Office for Enforcement, Corrections, Civil Divisions, and Animal Control. Maintain legal records for all functions including Concealed Handgun Licensing.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other related duties may be assigned.

Perform administrative functions in support of the Sheriff's Office, including scheduling meetings and appointments, answering phones, and receiving visitors, and attorneys. Maintain files, organize records, prepare reports, and correspondence as needed.

Receive paperwork, accept fees, and complete returns on civil process for the courts. Prepare legal documents such as garnishments, deeds, and other types of complex legal documents. File documents appropriately with the courts and distribute to appropriate parties.

Receive and review applications for Concealed Handgun Licenses (CHLs). Fingerprint, photograph, and run background checks on applicants. Prepare and issue CHLs. Receive and receipt fees for CHLs. Maintain online records management system for CHLs.

Process court ordered book and releases.

Receive, enter, and maintain records in the Law Enforcement Data System (LEDS) and the National Crime Information Center database (NCIC). This includes, but is not limited to, warrants, protection orders, stolen vehicles/property, and missing persons. Maintain warrant and protection orders records and ensure a hard copy of each is ready and available for service. Input, approve, and transcribe police reports into RegJIN or other records management system.

Set up new owners in animal control tracking and licensing system. Update rabies certificate information in tracking system. Perform monthly printing and mailing of renewal reminder cards. Process payments for fees received.

Work with Chief Deputy or Jail Captain or designee to process, locate, and fulfill public records requests. Act as liaison with the District Attorney's Office and other partner agencies to fulfill requests for police records and/or digital evidence.

Perform research from files and records as needed.

Process receipts for monies received. Perform cash handling duties in accordance with the county Cash Handling Standards.

Answer questions regarding departmental policies or procedures. Assist public in completing a variety of forms/applications and/or by supplying correct information in response to inquiries.

Maintain files, organize records, and prepare reports as necessary.



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Follow all safety rules and procedures established for work areas. Comply with all relevant county policies and procedures.

Maintaining regular attendance during the assigned work schedule is an essential requirement of this position. The ability to serve and meet in person with members of the general public, co-workers, and others is required.

SUPERVISORY RESPONSIBILITIES: Supervision of employees is not a responsibility assigned to this position.

SUPERVISION RECEIVED: Work is performed under the general direction of the Office Manager who provides policy, procedure, and administrative direction and reviews performance.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The competencies below represent the required knowledge, skills, and/or abilities. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

EDUCATION and/or EXPERIENCE: Equivalent to a high school diploma with additional administrative training. Four years' of increasingly responsible experience in an office environment. Any satisfactory combination of experience and training, which demonstrates the required knowledge, skills, and abilities may be substituted for the above requirements.

DESIRABLE QUALIFICATIONS: Previous experience in law enforcement is preferred. Team player willing to work collaboratively toward shared goals and be open to diverse ideas and perspectives. Receive constructive feedback in a positive manner.

CERTIFICATES, LICENSES, REGISTRATIONS: Must be able to obtain Law Enforcement Data Systems certification within six months of hire. Ability to become a Notary Public within six months of hire. Must possess a valid driver's license and be insurable under the county's liability policy.

KNOWLEDGE, SKILL, AND ABILITY: Advanced knowledge of civil office practices and procedures, terminology, court proceedings, and related documents. Considerable knowledge of office management methods and procedures. Knowledge of criminal justice management practices and principles.

Skill in general business software and Microsoft Office products.

Ability to:

- Organize, prioritize, and produce an accurate work product and meet deadlines.
- Express ideas effectively, both verbally and in writing. Use sound judgment.
- Adapt to change or new situations and openly acknowledge and work through conflict. Accept responsibility and be able to work well with ambiguity.
- Work independently and as a team.
- Act in such a manner as to maintain the confidentiality of the records and issues and other matters that may be encountered.
- Develop and maintain harmonious and effective working relationships with employees, other agencies, county officials, and the general public.



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- Enforce all laws, regulations, ordinances, and standards consistently to ensure compliance and to protect the public's health and safety.
- Prioritize and accomplish quickly and efficiently a large number of diverse tasks.
- Remain calm and use good judgement during confrontational or high-pressure situations.

SPECIAL NECESSARY QUALIFICATIONS: Must be able to pass a pre-employment background and drug screening.

PHYSICAL DEMANDS: The physical demands described here must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Minimal, involving the movement of files, books, boxes, equipment, etc., seldom exceeding 20 pounds.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

General office environment. Occasionally required to travel outside the community to attend meetings or training. May be exposed to a hostile environment when dealing with offenders and must be able to interact to diffuse offender aggression. Daily contact with adult offenders. Exposure to hazards and risks which accompany exposure to incarcerated individuals. Office environment requires tact and sensitivity.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

***Columbia County has the right to revise this job description at any time.
This description does not represent in any way a contract of employment.***