



# City of Wooster

## Clerical Specialist Police Department



**MINIMUM QUALIFICATIONS:** Qualified candidates must have a high school diploma or equivalent. An Associate's degree from an accredited educational institution in business or related field is preferred. Candidates must have previous work experience in customer service and experience working in an office environment. Work experience using computers and knowledge of Microsoft Office products are required. A valid motor vehicle license issued by the State of Ohio is necessary, and candidates must meet insurability guidelines. Candidates must have excellent interpersonal and communication skills and the ability to calmly resolve conflicts.

**EXAMINATION PROCESS:** An unassembled Civil Service evaluation of education, experience, and training will be used to determine an eligible list. Applicants will be processed for further testing from the eligible list once certified. Applicants must pass or meet all acceptable standards for all pre-employment assessments to meet qualifications and remain on the list. Such examinations may include, but not be limited to psychological and/or psychiatric examination, background investigation, personality assessment, and personal interview. The duration of the list will be one year or until exhausted. Applicants should review the automatic disqualifiers listed on the City of Wooster's website. The automatic disqualifiers will apply to this position.



Explore job details and apply at:  
<https://www.woosteroh.com/human-resources/careers>  
by Sunday, April 12, 2026.

Join our dedicated Police Department as an Office Specialist and become a vital part of maintaining efficient administrative operations.

The Office Specialist is responsible for the administrative activities of the department. The Office Specialist oversees various activities such as providing high quality customer service through correspondence, face-to-face and telephone inquiries from the public and internal customers. This position is responsible for all public records requests received, including video requests for the Police Department. Prepares reports and gathers specific data for department projects and presents information to manager and/or supervisor.

**This position will review and redact police body camera video and may see graphic images, violent content or distressing situations. This position must be able to pass a background investigation and should review the list of automatic disqualifiers on the City of Wooster website.**

**Responsibilities (please refer to job description on-line for a complete list)**

- Greet visitors, officers, and department staff with professionalism and courtesy at the front desk.
- Oversee the administrative activities of the department and provides a high degree of customer service
- Operate phone systems to answer inquiries, direct calls, and provide exceptional customer support.
- Perform data entry, filing, and record keeping with accuracy while maintaining confidentiality of sensitive information.
- Process all public records requests to include video in compliance with public records law requirements
- Coordinate and conduct annual department wide public records training and new hiring training as needed
- Coordinate LEADS Security Awareness training and TAC or ATAC as necessary
- Handling highly sensitive and confidential information.

**Applicants must meet the following:**

**MINIMUM QUALIFICATIONS:** Qualified candidates must have a high school diploma or equivalent. An Associate's degree from an accredited educational institution in business or related field is preferred. Candidates must have previous work experience in customer service and experience working in an office environment. Work experience using computers and knowledge of Microsoft Office products are required. A valid motor vehicle license issued by the State of Ohio is necessary, and candidates must meet insurability guidelines. Candidates must have excellent interpersonal and communication skills and the ability to calmly resolve conflicts.

**EXAMINATION PROCESS:** An unassembled Civil Service evaluation of education, experience, and training will be used to determine an eligible list. Applicants will be processed for further testing from the eligible list once certified. Applicants must pass or meet all acceptable standards for all pre-employment assessments to meet qualifications and remain on the list. Such examinations may include, but not be limited to psychological and/or psychiatric examination, background investigation, personality assessment, and personal interview. The duration of the list will be one year or until exhausted. **Applicants should review the automatic disqualifiers listed on the City of Wooster's website. The automatic disqualifiers will apply to this position.**

A detailed job description and application can be found at <https://www.woosteroh.com/human-resources/careers>. The application deadline is Sunday, April 12, 2026.

Join us in making a difference through efficient administrative support that empowers law enforcement professionals to serve our community effectively!

The City of Wooster  
Job Description  
An Equal Opportunity Employer

<b>JOB TITLE:</b>	Office Specialist	<b>CLASSIFICATION:</b>	Classified
<b>DIVISION:</b>	Safety	<b>FLSA STATUS:</b>	Non-exempt
<b>DEPARTMENT:</b>	Safety	<b>PAY SCHEDULE:</b>	WEA
<b>POSITION CONTROL:</b>		<b>PAY GRADE:</b>	5w
<b>REPORTS TO:</b>	Manager	<b>MINIMUM:</b>	\$ 25.30 / Hour
<b>SUPERVISES:</b>	n/a	<b>MAXIMUM:</b>	\$ 29.60 / Hour

**Job Summary**

The Office Specialist is responsible for the administrative activities of the department. The Office Specialist oversees various activities such as providing high quality customer service through correspondence, billing, face-to-face and telephone inquiries from the public and internal customers. This position will coordinate several office processes and department specific programs including monitoring the use of supplies and equipment. Prepares reports and gathers specific data for department projects and presents information to manager and/or supervisor.

**Essential Job Functions and their Measure**

1. Oversees the administrative activities of the department and provides a high degree of customer service
  - a. Greet general public in person and via telephone in a timely and courteous manner
  - b. Responds to and resolves requests for service or provides relevant information
  - c. Responds to internal and external customers in a professional and courteous manner
  - d. Diffuses upset customers by speaking calmly and providing appropriate explanations to resolve issues
  - e. Evaluates and orders supplies and equipment within the department as necessary
  - f. Assists department managers/supervisors with the entry and processing of payroll
  - g. Assists the department manager by preparing the financial reports documents with necessary data
  - h. Monitors the personnel costs for the department and reports issues to the manager/supervisor
  - i. Assists with preparation and maintenance of department budget
  - j. Enters or assists with purchase orders and requests in a timely manner following appropriate finance procedure
  - k. Demonstrates the ability to establish and maintain effective working relationships with co-workers, supervisor, department heads, city officials, and the public
  - l. Administers various programs, policies and/or processes for the department by ensuring accurate and timely management of all data and paperwork
  - m. Attends meetings as necessary and provides meeting minutes as requested by the manager
  - n. Maintains confidentiality of all records and information
  - o. Perform other such duties as assigned
2. Responsible for effective verbal, written and electronic communication
  - a. Communicates status of projects/work load to appropriate management personnel
  - b. Responsible for completing all records and reports as required
  - c. Writes legibly, maintains accurate information, and uses proper spelling, grammar
  - d. Communicates information effectively, accurately and timely
3. Responsible for all public records requests received, including video requests for the Police Department
  - a. Processes all public records requests to include video in compliance with public records law requirements
  - b. Coordinate and conduct annual department wide public records training and new hiring training as needed
  - c. Coordinate LEADS Security Awareness training and TAC or ATAC as necessary

**Qualifications:**

The following qualifications or equivalents are the minimum requirements necessary to perform the essential functions of this job.

**Education and Formal Training**

- High School Diploma or equivalent required
- Valid motor vehicle license issued by the State of Ohio required. Must meet insurability guidelines.

- Associate's degree from an accredited educational institution in Business or related field preferred

**Work Experience**

- Previous work experience in customer service required
- Previous experience working in an office environment required
- Previous experience using computers and knowledge of Microsoft Office Products required

**Knowledge, Skills & Abilities Required**

- Knowledge of clerical methods used in an office setting
- Ability to communicate in writing and verbally in English
- Ability to type and use multiple computer applications
- Knowledge of customer service principles and techniques
- Ability to calmly resolve conflicts with our customers and the public in general
- Skill in entering and retrieving data into/from computerized database
- High skill in establishing and maintaining effective working relationships with all customers and contacts
- Must have excellent interpersonal and communication skills

**Physical Requirements**

- Primarily in a public office-building environment
- Sufficient clarity of speech and hearing which permits the employee to discern verbal instructions and to communicate effectively with others in person and over the telephone
- Sufficient visual acuity which permits the employee to comprehend written work instructions, review, evaluate and prepare a variety of written materials and documents
- Sufficient manual dexterity which permits the employee to operate standard office equipment and personal computer
- Sufficient mobility and flexibility which permits the employee to work in an office environment
- Must occasionally lift and/or move up to 65 pounds
- Occasionally works near moving mechanical parts and is exposed to the risk of electrical shock and odorous vapors

Job description statements are intended to be sufficient merely to identify the general nature and class of work being performed, and be illustrative of the kinds of duties that may be assigned to the position allocated to the class and should not be interpreted to describe all of the responsibilities, duties and skills which may be required of employees holding a position assigned to this class.

The City of Wooster is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (ADA) and the Americans with Disabilities Act Amendment Act (ADAAA) the City of Wooster will provide reasonable accommodations, upon reasonable request, to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

I certify that I have read this job description and specifications; it has been explained to me. I understand and accept the expectations of my duties and responsibilities as a condition of my employment as stated herein.

**I have received, read and understand the Position Description above.**

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Director of Administration Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Human Resources Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_