



## POSITION DESCRIPTION

Position: Police Desk Officer		Department: Police	
Reports to: Technical Services Commander		FLSA Status: Non-Exempt	
Location: Public Safety Building	Division: Technical Services	Pay Grade: N/A	
Revised: April 20, 2016	Last Reviewed:	Union: N/A	Status (FT/PT/Temp): Part-time

### **GENERAL PURPOSE**

The Police Desk Officer will occupy the front desk in the Police Department Lobby and assist the public with walk-in complaints and direct to appropriate resources.

### **SUPERVISION RECEIVED**

Works under the direct supervision of the Police Department Technical Services Commander, the Chief of Police, or other staff as assigned.

### **SUPERVISION EXERCISED**

None.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Occupy the front desk and assist the public with walk-in complaints and direct to appropriate resources

Answer business line(s) and direct telephone calls

Record and distribute vacation house checks

Enter pawn slip data into CLEMIS

Release impounded vehicles

Release prisoner property

Counter sign bond receipts

Record crime tips

Research crime trends

Handle non-criminal reports (lost/found property; property damage accidents)

Operate Law Enforcement Information Network (LEIN) terminal to make inquiries and confirm warrants

LEIN entry and update

Send out NIXLE Messages

Monitor alarms that ring into dispatch (various alarms)

Contact the DPW on call person as requested by officers

Send messages on the IRIS system to officers for callback

DNA Swabbing

Bicycle Registration

Monitor lobby (child custody exchange, drug drop box)

Monitor campus cameras (Craigslist Safe Zone, parking lot)

Monitor officers in detention area with prisoners and activate door controls

Palace and Mall area light control

Shall not act in the capacity of a licensed police officer, i.e. shall not make arrests or conduct investigations.

### **PERIPHERAL DUTIES**

Assists in other department administrative activities as assigned.

Attends meetings and training to keep abreast of trends in the field.

### **DESIRED MINIMUM QUALIFICATIONS**

Education and Experience:

- (A) Graduation from a high school or GED equivalent and some college with specialized course work in criminal justice or security;
- (B) Past related work experience; or
- (C) Any equivalent combination of related education and experience.

Necessary Knowledge, Skills and Abilities:

- (A) Working knowledge of computers and electronic data processing; working knowledge of modern police practices and procedures;
- (B) Skill in operation of listed tools and equipment.
- (C) Ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.

### **SPECIAL REQUIREMENTS**

Experience with computer related work; valid driver's license; able to pass a background investigation.

### **TOOLS AND EQUIPMENT USED**

Telephone; networked computer terminal; basic computer skill; including Microsoft Office Products including but not limited to word processing, spreadsheet software, and database software; typewriter; copy machine; fax machine; able to access the internet to access program portals.

### **PHYSICAL DEMANDS**

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

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **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 the essential functions.

The noise level in the work environment is usually quiet.

**WORK SCHEDULE**

The work schedule for this position follows a Sunday through Saturday 8 hour schedule, 29 hours per week year-round. Schedule will cover afternoon, nights and weekend shifts.

**SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview and background check; conditional offer of employment; pre-employment medical; drug screening; and additional job related skill tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_  
Chief of Police

Approval: \_\_\_\_\_  
City Manager

Approval: \_\_\_\_\_  
Employee