

MAJOR FUNCTION

This is direct and indirect public contact work designed to provide administrative support in responding to the public safety needs of the community. Employees in this class assist citizens reporting criminal incidents or seeking public safety related information. These employees clarify incomplete information or collect missing information and may assist with data entry, record keeping, quality control initiatives and general administrative support in assigned areas or throughout the department, as operational and support needs dictate. Work is performed under the general direction of a supervisor; however, the employee is expected to exercise considerable judgment while acting in accordance with established departmental policy and procedure. Work is reviewed through observation, conversation, and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Assists citizens to report incidents of crime by telephone or in person by soliciting and recording all required information. Performs citizen callbacks to verify investigative information, clarify ambiguous information or to seek additional information as is applicable to the work unit requirements. Responds to citizen inquiries for general public safety information. Accepts citizen comments or complaints and forwards them to the appropriate area for resolution. Manages all paperwork and processes to ensure timely transmittal of information to the State Attorney, US Attorney and local court systems for judicial proceedings. Performs computer entry and retrieval of data concerning pawnshop items, criminal reports, etc. Conducts preliminary data and records research and drafts reports and correspondence as directed. Performs special work details as needed, which may include temporary assignment to various units throughout the department as operational and support needs dictate. Performs related work as required.

Other Important Duties

Performs quality control surveys as requested. Maintains unit logs and issues equipment. Assists with the preparation of administrative reports as requested. May assist with emergency management efforts by providing assistance with administrative support and logistics activities. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge Abilities and Skills**

Knowledge of rules regulations, policies, state statutes, laws and ordinances related to assigned functions. Knowledge of departmental philosophy, function, practices and methods of administration. Ability to exercise considerable judgment in the performance of assigned duties. Ability to communicate in a clear and concise manner, orally and in writing. Ability to prepare and maintain routine reports and records. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to follow complex written and oral instructions. Ability to organize thoughts and ideas quickly and transform them into action. Ability to cope with situations firmly, courteously, tactfully and with respect for the rights of others. Ability to use modern office equipment, including microcomputers and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and two years of clerical or administrative support experience involving regular contact with the general public; or an equivalent combination of education and experience. An associate's degree from a community college or completion of a two year vocational school program in a business related area may substitute for the required experience.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of appointment.

Applicants should truthfully complete the Criminal History Questions on the City Employment Application. Any omissions, falsifications, misstatements, or misrepresentations of the information provided may disqualify an applicant. The top applicant chosen for this position will be required to complete and pass a Truth Verification Examination prior to an employment offer being made.

Designated positions may work shifts of various lengths including, but not limited to, 8 hours, 10 hours, 12 hours or more, depending on the assignment and operational needs of the Department.

May also work at any time during a 24-hour period, including shifts during the day, afternoon, or overnight.

Established: 03-01-00

Revised: 05-01-01

09-04-02

03-03-04*

03-12-07

01-15-10*

07-20-16

04-06-22

05-24-22