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***Job Title: FRONT DESK OFFICER***

**Last Updated:** October 5, 2021

**Department/Location:** Police Department/Patrol Support (Non-Sworn)

**FLSA Status:** Non-exempt/Part-Time

**Supervision Exercised:** None

**Supervision Received:** Police Sergeant and above

**General Purpose of the Position:** The purpose of the non-sworn ***FRONT DESK OFFICER***

## is to provide professional, quality service to city residents and the general public while receiving and processing non-emergency crime and informational reports and requests for service made by the public. Such reports and requests for service may come either in person or via phone at the Bradenton Police Department front desk, or by phone within the Communications Center. Work involves recording appropriate information for the Police Department, completing non-emergency police incident reports and answering general questions from the public. Additionally, work may include assisting with investigations at the direction of sworn personnel, assisting sworn detectives in the preparation of cases by completing administrative and research functions, or other temporary assignments within the Department. Investigative assistance may involve responsibility for the follow-up investigation of criminal conduct. The duties and responsibilities listed below are for the purpose of determining a common set of minimum qualifications for positions in this class. They may not include all of the essential job functions. Work also involves sensitive customer service contact involving the use of extensive verbal communication and listening skills to gather essential, factual information. Comparable duties and responsibilities are found in Procedural General Order 503 Titled, Auxiliary/Reserve Officer Unit for those qualified.

**Essential Duties and Responsibilities:**

* Accurately, quickly and courteously receives incoming nonemergency telephone calls and extract the maximum amount of essential information in a minimum amount of time.
* Gathers factual information about non-emergency incidents and generates appropriate police reports.
* Prepares/writes police reports documenting necessary calls for service.
* Processes confidential, sensitive and/or occasionally graphic information from the general public.
* Accurately and quickly utilizes computer-aided dispatch system facilities for nonemergency complaint taking.

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* + Receives and enters nonemergency complaints into the Computer Aided Dispatch (CAD) system.
	+ Transfer appropriate calls to the necessary surrounding agencies.
	+ Operates telephone and dispatch consoles/switchboard and software operating systems.
	+ Assists sworn detectives in the investigation of crimes against persons or crimes against property.
	+ Initiates follow-up calls to citizens to receive information concerning non-emergency incidents and/or processes information received via internet applications used by the Department.
	+ Assists with review and redaction of body-worn camera video for court or public records requests.
	+ Maintains written and computer logs and records.
	+ Serve as an information resource to the general public and provide requested information through additional resources.
	+ Acts as a liaison between the police department and general public.
	+ Participates in job-related training sessions and seminars.
	+ Runs NCIC/FCIC queries.
	+ Maintains knowledge of police procedures.
	+ Maintains prompt and regular attendance.
	+ Performs related work as assigned.
	+ Other administrative or investigate assignments as determined by the Chief of Police.

**Skills and Physical Abilities Required:**

* + Knowledge of and ability to understand, retain and follow City rules and regulations and Bradenton Police Department General Orders.
	+ Considerable knowledge of applicable state laws and municipal ordinances necessary for effective completion of duties.
	+ Ability to establish and maintain effective working relationships with employees, outside agencies, and the public, as necessitated by the work.
	+ Ability to efficiently operate the Computer Aided Dispatch (CAD).
	+ Ability to cope with situations firmly, courteously and tactfully, with respect the constitutional rights of others.
	+ Ability to prepare and maintain reports and records of activities.
	+ Ability to communicate clearly and concisely, orally and in writing.
	+ Ability to react quickly, calmly and appropriately under emergency conditions.
	+ Ability to complete citizen inquiries effectively while maintaining emotional composure, organization of work, and productivity during periods of high activity.
	+ Ability to effectively obtain information through interview and observation.
* Ability to obtain accurate, factual information, and distinguish between criminal and civil issues.
* Ability to understand and execute oral and written instructions.
* Ability to speak clearly and concisely over the radio and telephone.
* Ability to read, comprehend and follow detailed and complex procedures, laws and instructions.
* Ability to exercise discretion and to protect confidential or sensitive information.

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* Ability to locate and utilize phone numbers, legal references, department procedures and extensive resource information.
* Problem Solving/Analysis. Ability to make quick sound decisions for the proper course of action.
* Customer/Client focus and time management skills.
* This is office work in a confined restricted area; manual dexterity to operate computers and other office equipment is required.
* Proficiency in office equipment and software (primarily computers), and an ability to adapt to other software programs with ease.
* Ability to work as a team member.
* Ability to establish and maintain effective working relationships with other employees and the public as necessitated by the work.
* Ability to work a flexible/varied shift.

**Education and Experience Required:** Preferred previous experience working within a law enforcement organization as a sworn Law Enforcement or Corrections Officer, or 60 credit hours with an accredited college in the field of Criminal Justice or Forensic Science. Must be a United States Citizen or possess a resident green card. High school diploma or GED equivalent. On the job training will be provided.

**Preferred:** Bilingual skills desired.

**Computer Equipment and Software Requirements:** Microsoft Office Suite and various police technical databases (Records Management, Computer Aided Dispatch, Report Writing).

**Position Type and Expected Hours of Work:** Part-Time employment (130 or fewer hours monthly). Candidates must have a willingness and ability to work shifts, including nights and weekends.

**Environmental Conditions:** Indoors (in an office environment). Candidates must be able to work closely with others.

# Applicants may be required to successfully fulfill, to the satisfaction of the Police Department, the following:

* Polygraph Examination
* Background Investigation
* Medical Examination and Drug Screen
* Typing Examination

Failure to satisfactorily complete any one of the above requirements may disqualify the applicant.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. Duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

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