

FRONT DESK CLERK

JOB DEFINITION

A SKILLED CLERICAL POSITION RESPONSIBLE FOR RECORD KEEPING OF POLICE DEPARTMENT ACTIVITIES. GENERAL OFFICE DUTIES INCLUDE TYPING, COMPILING, FILING AND MAINTAINING STATISTICAL DATA FOR POLICE ACTIVITY REPORTS, DATA ENTRY, CUSTOMER SERVICE, TELEPHONE AND RADIO COMMUNICATIONS. THIS POSITION REQUIRES ROTATING SHIFT DUTY. UNDER THE DIRECT SUPERVISION OF THE CHIEF OF POLICE.

PRINCIPLE DUTIES

PERFORMS CLERICAL TASKS THAT REQUIRE COMPUTER AND OFFICE MACHINE SKILLS AND CUSTOMER SERVICE DUTIES IN THE POLICE DEPARTMENT . SOME EXAMPLES OF THESE DUTIES ARE:

- ! OPERATES COMPUTER, MULTI-LINE TELEPHONE, POLICE RADIO, CALCULATOR, SCANNER, FAX AND OTHER APPLICABLE OFFICE EQUIPMENT.
- ! COORDINATES CERTAIN ACTIVITIES WITH STATE AND LOCAL AGENCIES.
- ! DISTRIBUTES DEPARTMENTAL REPORTS.
- ! MAINTAINS RECORDS ON ALL POLICE REPORT ACTIVITIES IN BOTH COMPUTER AND PAPER FORMAT.
- ! MAINTAINS INVENTORY OF REQUIRED FORMS.
- ! MAINTAINS COMPLETE PRE-NUMBERED COMPLAINT CARDS.
- ! SUBMITS INFORMATION TO COURT CLERK.
- ! WORKS INDEPENDENTLY ON CONFIDENTIAL ASSIGNMENTS.
- ! ORGANIZES AND MAINTAINS REQUIRED RECORDS AND FILING SYSTEM ACCURATELY.
- ! COMPILES STATISTICAL AND OTHER DATA.
- ! PROVIDES ASSISTANCE TO THE EVIDENCE CUSTODIAN, ADMINISTRATIVE ASSISTANT, CHIEF AND OTHER DEPARTMENT STAFF.
- ! ASSISTS IN RECEIVING BONDS, FINES AND FORFEITURES. CALCULATES AND ACCOUNTS FOR ALL MONIES COLLECTED IN THE DEPARTMENT AND ISSUES PROPER RECEIPTS FOR SAME.
- ! ASSISTS IN BOOKING AND PREPARATION OF RECORDS ON PRISONERS AND CONDUCTS SUPERVISION AND SURVEILLANCE OF INMATES.
- ! LOGS AND RELAYS TELEPHONE CALLS AND MESSAGES TO POLICE PERSONNEL. GIVES INFORMATION TO GENERAL PUBLIC EITHER BY TELEPHONE, E-MAIL OR IN PERSON.
- ! USES GCIC TERMINAL TO RUN CRIMINAL AND DRIVER HISTORIES, ENTER WARRANTS, MISSING PERSONS, STOLEN ITEMS AND OTHER INQUIRIES.
- ! PREPARES GRAND JURY PACKAGES FOR DISTRICT ATTORNEY'S OFFICE.
- ! LOGS COURT SUMMONS AND NOTIFIES OFFICERS ACCORDINGLY.
- ! COMMUNICATES WITH OFFICERS IN THE FIELD VIA TELEPHONE AND POLICE RADIO USING ACCURATE AND CORRECT 10-CODES.
- ! ASSISTS IN MAINTAINING REQUIRED INFORMATION FOR GCIC AUDIT.
- ! ASSISTS WITH COORDINATES VARIOUS ACTIVITIES OF THE DEPARTMENT.
- ! WORKS INDEPENDENTLY WITH LITTLE OR NO SUPERVISION.
- ! OTHER DUTIES AS MAY BE ASSIGNED FROM TIME TO TIME.

JOB QUALIFICATIONS

- ! **MUST BE AT LEAST 18 YEARS OF AGE.**
- ! **MINIMUM EDUCATION OF HIGH SCHOOL DIPLOMA OR EQUIVALENT.**
- ! **SKILLED IN BOTH WRITTEN AND ORAL COMMUNICATIONS, INCLUDING GENERAL MATH, GRAMMAR AND SPELLING, WITH THE ABILITY TO EXPRESS IDEAS CLEARLY AND CONCISELY.**
- ! **SKILLED IN THE USE OF ALL OFFICE RELATED MACHINES, INCLUDING TELEPHONE, CALCULATOR, COPIER, RECORDER, DATA PROCESSING, AND OTHER OFFICE EQUIPMENT.**
- ! **ABILITY TO TYPE AND PERFORM TRANSCRIPTION AT AN EFFECTIVE RATE OF SPEED.**
- ! **COMPLETE CITY EMPLOYMENT APPLICATION.**
- ! **PASS BACKGROUND CHECK INCLUDING SECURITY AND JOB-RELATED CREDIT CHECKS, PERSONAL AND PREVIOUS EMPLOYMENT REFERENCES, CRIMINAL HISTORY, AND MVR.**
- ! **COMPLETE GCIC CERTIFICATION WITHIN SIX (6) MONTHS OF HIRE DATE.**
- ! **PASS A PRE-EMPLOYMENT DRUG AND ALCOHOL SCREEN, AND JOB RELATED PHYSICAL EXAMINATION (SEE ATTACHED SHEET FOR REQUIREMENTS).**
- ! **MUST BE ABLE TO WORK ROTATING 12 HOUR SHIFTS INCLUDING ON-CALL STATUS, NIGHTS, WEEKENDS, HOLIDAYS, AND OVERTIME.**
- ! **MUST MAINTAIN A VALID LINE OF COMMUNICATION SUCH AS HOME OR CELLULAR PHONE.**
- ! **POSSESS AND MAINTAIN A VALID APPLICABLE GEORGIA DRIVERS LICENSE WITH A CLEAN DRIVING RECORD.**

DESIRED JOB CHARACTERISTICS

- ! **DEPENDABLE, PUNCTUAL WITH EXCELLENT ATTENDANCE BACKGROUND.**
- ! **NEAT, CLEAN PROFESSIONAL APPEARANCE AND ATTIRE.**
- ! **SELF-STARTER**
- ! **MUST ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIP WITH OTHER EMPLOYEES, SUPERVISORS AND THE GENERAL PUBLIC.**
- ! **KNOWLEDGE OF OR THE ABILITY TO EASILY LEARN THE CITY STREET SYSTEM, PHYSICAL LAYOUT AND ADJACENT AREAS INCLUDING BUSINESS AND RESIDENTIAL LOCATIONS.**

SIGNATURE

DATE

JID PDC.DOCX

REVISED	06/10																		
REVIEWED																			

JOB TITLE	FRONT DESK CLERK	APPTRAK
EEO CLASS	05	APPTRAK
EEO	TECHNICIANS	APPTRAK
EEO CLASS#	4	ABRA
EEO CLASS	TECHNICIAN	ABRA
EEO4	POLICE PROTECTION	ABRA
GRADE	09	ABRA

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PHYSICAL DEMANDS & EXPOSURES
FOR
POLICE / SUPPORT / FRONT DESK CLERK

TOTAL NUMBER OF HOURS SPENT, OR COULD BE SPENT ON THE JOB IN THE FOLLOWING ACTIVITIES:

SITUATION	AT ONE TIME	ENTIRE WORK DAY
SITTING:	3 TO 4 HOURS	6 TO 7 HOURS
STANDING:	1 TO 3 HOURS	5 TO 7 HOURS
WALKING:	.25 HR OR LESS	.50 HR OR LESS

REPETITIVE USE OF HANDS: (OPERATION OF OFFICE MACHINES, DRIVING)

SITUATION	SIMPLE GRASPING	PUSHING / PULLING	FINE MANIPULATION
RIGHT:	YES	YES	YES
LEFT:	YES	YES	YES

REPETITIVE USE OF FEET: (STANDING, AND DRIVING)

SITUATION	RESULTS
RIGHT:	YES
LEFT:	YES
BOTH:	YES

FREQUENCY OF THE FOLLOWING ACTIVITIES ON THE JOB:

LIFTING:	OCCASIONALLY	FREQUENTLY	CONTINUOUSLY
UP TO 15 LBS.:	X		
16 TO 30 LBS.:	X		
31 TO 50 LBS.:	NOT APPLICABLE		
50 PLUS LBS.:	NOT APPLICABLE		

CARRY:	OCCASIONALLY	FREQUENTLY	CONTINUOUSLY
UP TO 15 LBS.:	X		
16 TO 30 LBS.:	X		
31 TO 50 LBS.:	NOT APPLICABLE		
50 PLUS LBS.:	NOT APPLICABLE		

REACH:	OCCASIONALLY	FREQUENTLY	CONTINUOUSLY
ABOVE SHOULDER:	X		
CHEST LEVEL:		X	

PSYCHOLOGICAL DEMANDS:	OCCASIONALLY	FREQUENTLY	CONTINUOUSLY
MENTAL STRESS:	X		
WORKING W / OTHERS			X

**PHYSICAL DEMANDS & EXPOSURES
FOR
POLICE / SUPPORT / FRONT DESK CLERK**

SITUATION:	OCCASIONALLY	FREQUENTLY	CONTINUOUSLY
BEND:		X	
SQUAT / CROUCH:	X		
CLIMB:	X		
TWIST / TURN	X		

{TELEPHONE, COMPUTER, DRIVING}

AUDIO / VISUAL NEEDS:	OCCASIONALLY	FREQUENTLY	CONTINUOUSLY
HEARING:			X
NEAR VISION:			X
FAR VISION:			X
*PERIPHERAL VISION:	* ONLY AS APPLIES TO DRIVING		
*COLOR DISCRIMINATION:	* ONLY AS APPLIES TO DRIVING		
*DEPTH PERCEPTION:	* ONLY AS APPLIES TO DRIVING		

OTHER:	CONSEQUENCES
EXPOSURE TO HUM OR ELECTRONIC MACHINES, VIDEO SCREENS, AND OTHER OFFICE MACHINE & EQUIPMENT. CONTACT WITH THE PUBLIC, HANDLING MONEY.	

PLEASE SIGN AND DATE BELOW, ACKNOWLEDGING THAT YOU HAVE READ AND UNDERSTAND THE ATTACHED **JOB DESCRIPTION** AND **PHYSICAL DEMANDS AND EXPOSURES** FORMS, AND THAT YOU CORRECTLY ANSWERED THE LAST QUESTION ON PAGE TWO (2) OF THE **EMPLOYMENT APPLICATION** FORM AS RELATED TO THIS INFORMATION.

SIGNATURE

DATE

PH.POLICE.FRONT DESK CLERK
REVISED 01/04/06,