**Vicksburg Police Department
Job Description**

**Job Title: Services Specialist**

**Department: Police**

**Reports To: Services Supervisor
FLSA Status:**

**Prepared By: VRO**

**Prepared Date: December 10, 2002**

**Approved By:**

**Approved Date:**

**Summary** Performs a variety of routine clerical, administrative and technical work in the divisions of the Services area. Duties include assisting Front Desk, Court Services, and Records as needed.

**Essential Duties and Responsibilities** include the following other duties may be assigned.

Greets public.

Gathers and records information from persons wanting to file an official police report.

Monitors telephone and radio in the dispatch center.

Answers all incoming calls and ascertains nature of call.

Gathers all necessary information to transmit or relay.

Dispatches police vehicles if necessary.

Relays information as required.

Maintain and operates the N.C.I.C./C.D.P.A. computer. Making various inquires, inputting and deleting various data, and communicating with the other agencies within the system

Maintains dispatch /desk work area and equipment in clean and working condition. Maintains departmental documents and records.

Maintains filing systems, control records and indexes using moderate independent judgement.

Performs local criminal history checks.

Operates office machines as required such as copier, fax and radio.

Inputs data to standard office and department forms; makes simple posting to various reports.

Answers in-coming calls and 'routes callers or provides information as required using moderate independent judgement.

Composes, types, and edits correspondence, reports, and other material requiring judgement as to content, accuracy, and completeness.

Performs the duties of the front desk clerk when a desk clerk is not available.

Performs the duties of Deputy Court Clerks whenever needed.

Assists in training new employees.

Records calls broadcast and complaints received.

Questions callers to determine location and seriousness of emergency and response needed.

Coordinates all police and other emergency requests, relaying instructions to closest and most suitable units available.

Transmits and receives messages between divisions of own agency and other law enforcement agencies.

Monitors silent alarm system to detect illegal entry into business establishments.

Contacts police officers to verify assignment locations, monitors dispatched units and, when necessary, serves as liaison with caller.

**Supervisory Responsibilities**

This job has no supervisory responsibilities.

**Qualifications To** perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

High school diploma or general education degree (GED); plus, two years related experience and/or training; or equivalent combination of education and experience.

**Language Skills**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**Mathematical Skills**

Basic mathematical skills are required for this position including ability to use a calculator and or adding machine

**Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills**

To perform this job successfully, an individual should have knowledge of Spreadsheet software (Quatro Pro), and Word Processing software (Word Perfect).

**Certificates, Licenses, Registrations**Must have a valid driver’s license.
**Other Skills and Abilities**

Must be able to work effectively with the public, ability to perform cashier duties accurately; ability to communicate effectively verbally and in writing; ability to handle stressful situations.

**Other Qualifications**

Must be able to work a flexible schedule including nights, weekends and holidays. Overtime and on call duty may be assigned as needed.

**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 regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and 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 moderate.