

## Vicksburg Police Department Job Description

**Job Title:** Front Desk Assistant/Clerk  
**Department:** Vicksburg Police Department  
**Reports To:** Services Supervisor  
**FLSA Status:** Hourly  
**Prepared By:** PMT/BAB  
**Prepared Date:** April 3, 2002  
*Approved by Antoinette Bradley, April 2018*

### Summary

Performs a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeping official records; assisting in the administration of the standard operating policies and procedures of the dispatch and front desk by performing the following duties.

**Essential Duties and Responsibilities** include the following, though 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.

Maintains 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.

**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, the individual; will have a satisfactory working knowledge of Microsoft Office applications and systems.

**Certificates, Licenses, Registrations**

Must have and maintain a valid State of Mississippi 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 will 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.