

CITY OF OAK HARBOR

JOB DESCRIPTION

Job Title: *Police Receptionist*
Department: *Police*
Reports to: *Records and Evidence Supervisor*
Status: *Non-exempt / Union (Police Association Non-commissioned)*

Job Summary:

Receive and route telephone calls from the public. Receive in-person visitors to the department. Provide information to the public, perform general office support in the department and utilize computer and specialized software to enter and maintain data. Report to and receive direction from the Records and Evidence Supervisor. Maintain close working relationships with all department staff and City staff as necessary.

Essential Job Functions:

1. Receive and, if necessary, route calls from the public, page individuals as appropriate. Take routine and detailed messages for police department staff.
2. Respond to inquiries from the public both in person and on the telephone. Provide information within scope of knowledge or refer to appropriate individuals.
3. Maintain current information on Police Department personnel, facilities and services to respond to routine inquiries.
4. Greet the public entering the Police Department and perform services such as distributing forms, reports and permits. Receive funds and issue receipts for these services.
5. Establish and maintain effective and cooperative working relationships with other agency personnel, citizens and co-workers. Respond to inquiries using good judgment, tact and courtesy.
6. Maintain and update the Receptionist procedure manual and Firearms manual utilizing word processing software.
7. Train and oversee volunteers assigned to the receptionist function when applicable.
8. Utilize police department software to enter confidential and other data into the computer.

Associated Job Functions:

1. Maintain the police department displays and brochures for public use.
2. Perform related tasks of a similar complexity as assigned by supervisor.

Performance Requirements (Knowledge, Skills and Abilities):

- Knowledge of customer relations. Interact with the public in a courteous and appropriate manner over the phone or in person and at times under stressful situations.
- Good oral communication and written skills.
- Knowledge of English, spelling, grammar, vocabulary, punctuation and mathematics.
- Skills in operating a multi-line telephone in a manner conducive to positive relations with the public and City staff.
- Skills in operating a computer and typewriter.
- Ability to quickly gain a working knowledge of the Police Department and operation of City government.
- Ability to quickly learn various computer programs.
- Ability to follow detailed instructions both oral and written.
- Ability to maintain confidential information.
- Ability to handle upset or confused citizens in a courteous manner.
- Ability to function efficiently in a busy and occasionally noisy work environment.

Working Environment and Physical Demands:

Work is performed indoors in an office environment utilizing a multi-line telephone with paging capability, personal computer and associated software and other standard office equipment. Normal visual and hearing acuity, manual dexterity and hand-eye coordination and ability to sit for extended periods of time and perform repetitive tasks.

Experience and Training Requirements:

- High school diploma/GED or equivalent, *and*
- Minimum one (1) year of experience as an in-person or telephone receptionist in a high volume customer service environment.
- Good keyboard skills and familiarity with basic computer operation including word processing, and ability to perform data entry at an acceptable rate of speed.
- Coursework or training in basic office skills, customer service and written and verbal communication preferred.
- Experience in a municipal or public sector environment preferred.
- Must pass background investigation including criminal history screening, polygraph examination for law enforcement personnel, psychological evaluation for aptitude to work in law enforcement and pre-employment drug screening prior to hire.
- Valid Washington State Driver's License and a good driving record.
- Must be willing and able to support the Code of Ethics of the Police Department.

A combination of education, training and experience that provides the required knowledge, skills and abilities to perform the essential job functions may be considered.

Established: Hulbert 4/95

Revised: 8/7/02 Cas, PD/HR 06/09, HR 08/11, HR 06/13, PD/HR 3/14, HR 9/14, HR 5/15

FLSA: Non-exempt

Civil Service: Y

Rep: Police Assoc-NonCom

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.