City of Inglewood Job Description
Class Code: 247

DESK OFFICER

DEFINITION

To perform a wide variety of technical and administrative support tasks associated with the information and reception support function of the Police Department.

ESSENTIAL FUNCTIONS

(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS

To meet and greet the internal and external customers visiting the Police Department reception counter and provide information accordingly; Answer and screen non-emergency calls; Receive, prepare and process various incident and other statistical reports from the public by telephone and in person at the reception counter. Provide assistance in booking suspects by taking fingerprints and photographs.

Make copies of official police reports; receive and account for funds or securities received for bail, fingerprinting, copying and warrants; Monitor security systems; Assist in search of suspects; Serves as Custody Officer on a temporary and relief basis; and perform other duties as required.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS

Knowledgeable of applicable city, county, state, and Federal statutes, rules, ordinances, codes and regulations governing law enforcement

Knowledgeable of record and file management

Skilled in exercising good judgment in normal and stressful situations

Skilled in oral and written communication

Skilled in establishing and maintaining productive working relationships

Ability to operate a personal computer to generate reports and other data Ability to speak English and a second language (Spanish preferably)

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

Work is performed in an office environment. Work may require frequent standing, walking and bending. Incumbents may be exposed to repetitive motion and vision to monitor.

QUALIFICATIONS

A high school diploma or equivalent, **AND** one (1) year experience in law enforcement, customer service or related field **OR** an equivalent combination of education and experience. Must possess at the time of application and maintain a valid California Driver's License. Incumbents may be required to obtain other certifications by Department of Corrections.

2005 1 of 1