

**VILLAGE OF HOFFMAN ESTATES
JOB DESCRIPTION
ADMINISTRATIVE SERVICE OFFICER I –
FRONT DESK**

EFFECTIVE DATE: January 25, 2010

DEPARTMENT: Police	WORK LOCATION: Police Department		FLSA STATUS: Non-exempt
CLASS CODE: 3100	RANGE: 10	PENSION: IMRF	UNION: NU
REPORTS TO: Staff Services Supervisor	LEVEL OF SUPERVISION RECEIVED: Moderate Supervision		LICENSE/CERTIFICATES: Class D IL Driver's License required. LEADS Certification must be obtained within 6 months of hire.

SUMMARY:

Performs a variety of customer service, clerical, administrative and technical work. Has considerable contact with Village residents and the general public. Provides information and assistance both in person and over the phone in a courteous and professional manner, maintaining established Village customer service objectives. Performs the day-to-day operations of the Police Department's front desk.

Responds to and interacts with residents, employees, and/or others within and outside the organization in a courteous, professional, and effective manner.

JOB NO.	ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES	FREQUENCY
1.	Works odd hours and unusual predetermined shifts. All shifts combined cover a 24-hour time period, necessitating regular attendance including weekends and holidays. Monitors telephones, radios, computer monitors and printers. Answers	Daily

	incoming calls in a courteous and professional manner and ascertains the nature of the calls. Gathers the necessary information to transmit or relay and prioritizes calls based on established guidelines. Simultaneously listens and deciphers sometimes distressed or confused verbal communications on the telephone, over the radio and in person; maintains composure, makes critical decisions and verbally communicates clearly and in a calming manner. Greets visitors coming into the Police Department in a courteous and professional manner; answers inquiries from the general public, other agencies and visitors coming into the Police Department in a courteous and professional manner; answers inquiries from the general public, other agencies and employees placing emphasis on customer service. Answers police non-emergency lines and other lines as needed.	
2.	Maintains computerized logs and files. Records various information such as malfunctioning traffic lights or closed streets, and keeps emergency personnel informed.	Daily 5%
3.	Monitors individuals in holding cells, front lobby, security garage and other secure locations on closed circuit T.V. for proper conduct, safety, medical or other needs.	Daily
4.	Operates and properly maintains all tools and equipment needed to perform the essential job functions and responsibilities listed above while adhering to all safety rules and practices.	Daily
5.	Provides staff support to officers by running and collecting data on arrestees, making notifications and confirming warrants and LEADS information	Daily

JOB NO.	OTHER RELATED DUTIES
1.	Assists in processing of prisoners by searching arrestees as necessary (female employees with female prisoners).
2.	Assists with special projects as time permits.
3.	Serves as a member of various employee committees.
4.	Follows Village-wide and departmental safety rules and practices.
5.	Performs other duties, tasks, and responsibilities as assigned.

SUPERVISORY RESPONSIBILITIES: (Select one – required)

None required

Supervisory responsibilities are required to be carried out in accordance with the organization's policies and applicable laws. **(List specific responsibilities below)**

EDUCATION, EXPERIENCE AND COMPUTER SKILLS:

The designated education and experience levels best describe the minimum requirement needed to fulfill the essential job functions. However, any combination of equivalent education or experience may be considered.

Education Level (Select one - required)

- High school education with vocational training
- High school diploma or general education degree (GED)
- Two or more years of college coursework in related field
- Associate's degree (A.A.) from two-year college or technical school
- Bachelor's degree (B.A.) from four-year college or university
- Master's degree (M.A.)
- Doctoral degree (Ph.D)
- Degree or coursework should be in... *Enter degree or coursework here*

Experience Level (Select one - required)

- No prior experience or training required
- Six months to one year related experience
- One to two years related experience
- Two to four years related experience
- Four to ten years related experience

Additional Experience (Select as appropriate)

- Experience in supervisory capacity... *Enter number of years required here*
- Experience in management capacity... *Enter number of years required here*
- Must meet the requirements as set by the Fire & Police Commission

Computer Skills (Select as appropriate)

- Entry and processing of data
- Word Processing data
- Spreadsheet software
- Database software
- Specialized applications: *LEADS(Law Enforcement Agency Data System)
IDNETWORKS
CAD (Computer Aided Dispatch)*

COMMUNICATION SKILLS:

English Language/Communication Skills (Select one)

- Basic skills Ability to read, comprehend, listen to and follow basic verbal or written instructions and provide appropriate feedback. Ability to read, comprehend and/or create routine correspondence and memos using proper spelling, grammar, punctuation and sentence structure. Ability to effectively convey information one-on-one or to small groups of employees or customers.
- Intermediate skills Ability to read, comprehend, listen to and follow complex verbal or written instructions from multiple sources. Ability to provide appropriate feedback by asking probing questions and/or suggesting alternative approaches. Ability to read, comprehend, create and explain to others complex correspondence, reports and/or manuals. Ability to convey procedures and policies one-on-one or in groups to employees or customers.
- Advanced skills Ability to read or interpret all types of documents including safety rules and regulations, and procedure manuals. Ability to create and edit reports and correspondence from varied source material using appropriate style and format. Clearly convey instructions to employees or team. Ability to speak clearly and effectively before groups of customers answering questions appropriately.
- Business skills Ability to read, research, and analyze general business periodicals, professional journals, technical reports, finance documents or government laws and regulations. Ability to write reports, business correspondence, manuals and draft policies and procedures. Ability to effectively make presentations and respond to questions from groups of managers, customers, citizens, or other agencies.
- Specialized skills Ability to read, analyze and interpret professional, scientific, or technical manuals, procedures, plans, schematics, maps, blueprints, licenses, and/or legal documents. Ability to respond to inquiries from managers, customers, business community or regulatory agencies. Ability to draft responses to complex or technical issues and/or effectively present technical concepts or information to managers, customers, or other agencies in concise understandable terms.

Foreign Language Skills (Complete if applicable)

- Fluency in foreign language skills is:
- A Plus
 - Preferred
 - Required
- Ability to speak and/or read, write and comprehend.

Required Language:

REQUIRED COMPETENCIES:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The required competencies listed below are representative of the knowledge, skills, and/or abilities required for successful job performance.

- Respond to and interact with residents, employees and others within and outside the organization in a courteous, professional and effective manner, always placing emphasis on customer service and public relations.
- Maintaining composure when receiving distressed or confused verbal communications.
- Work under pressure and/or with frequent interruptions.
- Type 30 wpm (corrected).
- Perform basic data entry.
- Perform multiple functions simultaneously.
- Make critical decisions quickly using a high degree of logic and common sense.
- Compose communication and maintain logs, using both manual method and computer.
- Learn complex procedures, memorize location of streets, and learn Village geography.
- Interpret and evaluate situations.
- Accurately proofread copies and prepare and record data.
- Maintain confidentiality.
- Follow verbal and written instructions.
- Read, write, speak and comprehend the English language.

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 with or without reasonable accommodations.

(mark all 17 activities)

----- Amount of Time -----

<u>Physical Activity</u>	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stands	_____	_____	<u> X </u>	_____
Walks	_____	_____	<u> X </u>	_____
Sits	_____	_____	_____	<u> X </u>
Uses fingers in a repetitive motion	_____	_____	_____	<u> X </u>
Uses hands to grasp, finger, handle, or feel	_____	_____	_____	<u> X </u>
Reaches with hands and arms above shoulder	_____	_____	<u> X </u>	_____
Climbs or balances	<u> X </u>	_____	_____	_____
Twists or turns	_____	<u> X </u>	_____	_____
Stoops, kneels, crouches, bends, or crawls	_____	<u> X </u>	_____	_____
Pulls, pushes, or carries	_____	<u> X </u>	_____	_____
Talks or hears	_____	_____	_____	<u> X </u>
Tastes or smells	<u> X </u>	_____	_____	_____
Operates a motor vehicle or heavy equipment	<u> X </u>	_____	_____	_____
Lifts or move 0 to 10 pounds (sedentary)	_____	_____	<u> X </u>	_____
Lifts or move 10 to 20 pounds (light)	<u> X </u>	_____	_____	_____
Lifts or move 20 to 50 pounds (moderate)	<u> X </u>	_____	_____	_____
Lifts or move 50 to 100 pounds (heavy)	<u> X </u>	_____	_____	_____

VISION DEMANDS:

The vision demands described here including the ability to adjust focus, close vision, sharpness of vision, depth perception, peripheral vision, distance vision, hand-eye coordination or as otherwise specified by the Board of Fire and Police Commissioners, are representative of those that must be met by an employee to successfully operate the tools and equipment needed to perform the essential functions of this job.

Other Vision Demands (select if applicable)

_____ Absence of color blindness

_____ Corrected vision of...

_____ Uncorrected vision of...

<i>Enter specific vision requirement here</i>
<i>Enter specific vision requirement here</i>

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job with or without reasonable accommodations.

(mark all 15 conditions)

----- Amount of Time -----


Environmental Conditions

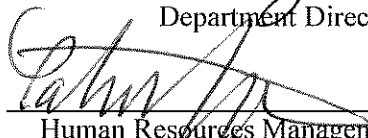
None Less than 1/3 1/3 to 2/3 More than 2/3

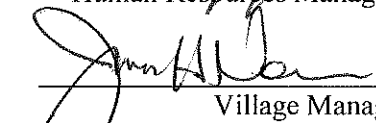
Customary indoor conditions	_____	_____	_____	_____ X _____
Customary outdoor weather conditions including extreme cold, extreme heat, and wet or humid conditions	_____ X _____	_____	_____	_____
Non-weather conditions: extreme cold, extreme heat, and wet or humid conditions	_____ X _____	_____	_____	_____
Works near moving mechanical parts	_____ X _____	_____	_____	_____
Works in high precarious places, underground, or confined spaces	_____ X _____	_____	_____	_____
Flying debris or airborne particles	_____ X _____	_____	_____	_____
Fire, smoke, fumes, gases, or noxious odors	_____ X _____	_____	_____	_____
Toxic or caustic chemicals, aerosols, liquids, solvents or oils	_____ X _____	_____	_____	_____
Risk of electrical shock	_____ X _____	_____	_____	_____
Works with explosives or risk of radiation	_____ X _____	_____	_____	_____
Vibration	_____ X _____	_____	_____	_____
Extreme illumination	_____ X _____	_____	_____	_____
Low noise level (Normal voice tones)	_____	_____	_____	_____ X _____
Moderate noise level (Raised voice levels)	_____	_____ X _____	_____	_____
High noise level (Shouting/ear protection may be needed)	_____ X _____	_____	_____	_____

The information listed above reflects minimum standards and illustrations of the various types of work that may be performed. The omission of specific job functions, requirements or tasks does not exclude them from the job if the work is similar, related or a logical extension of the work assigned.

This job description does not constitute an employment agreement between the employer and employee.

Recommended Approval: 
Department Director

Reviewed Approval: 
Human Resources Management Director

Approved: 
Village Manager

Effective Date: 2/5/2010

Revision Date: _____