

**TOWN OF SMITHFIELD, VIRGINIA  
CLASS DESCRIPTION**

**POSITION TITLE: RECEPTIONIST/SECRETARY (Police)**

**GENERAL DESCRIPTION OF DUTIES**

Under direct supervision of the Office Manager or Chief of Police, employees in this class answer phones and provide clerical support to the entire police staff. Duties include receiving and directing calls and visitors and performing routing clerical tasks such as filing, typing and copying. Performs related work and special assignments as required. This position may be filled as part-time or full-time work.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**EXAMPLES OF ESSENTIAL FUNCTIONS**

**The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.**

Answers all police telephone lines and town hall telephone calls as needed. Directs calls to appropriate departments and personnel. Provides general information and answers questions as appropriate.

Greets incoming visitors and directs them to appropriate personnel or department. Provides general information and answers questions as appropriate.

Performs a variety of general clerical duties to include typing letters, correspondence, copying, distributing and filing documents; preparing, sending and/or receiving faxed documents, etc.

Prepares outgoing mail for police department.

Maintains records of telephone numbers.

Warrants: enter, track, and maintain records.

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Reports: enter and maintain accident, incident, crime, and arrest reports. Responsible for forwarding reportable accidents to DMV.

Data entry: traffic summonses, parking tickets, field interview cards, CCRE's, etc. Responsible for sending summonses to court daily.

VCIN: Levels A and B certification, enter wanted and missing persons, stolen property, etc. Query VCIN/NCIC wanted, stolen, article, boat, etc. Responsible for removing entries when persons are arrested or property is recovered. Responsible for monthly validations of these files and report to state police.

Reports: IBR reports, apartment complex reports, monthly manager's report. Proof all officer reports entered into RMS and assure that all corrections are made.

Fulfill FOIA requests.

Perform local background checks.

Special assignments: assist with special projects for all personnel, type witness statements for investigations, assist with accreditation process.

Supplies: order and maintain office supplies and cleaning supplies for police department.

Reads and records copy machine records. Performs basic refill of all office machinery.

Performs related duties as required.

Coordinates building maintenance for police department.

### **MINIMUM TRAINING AND EXPERIENCE**

High school diploma or GED; supplemented by one (1) to two (2) years previous administrative experience and/or training involving clerical work or an equivalent combination of education, training, and experience. Must obtain and maintain dispatcher certification.

### **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to calculate, compute, summate, and/or tabulate data and/or information. Includes the ability to perform subsequent actions in relation to these computational operations.

**Human Interaction:** Requires the ability to exchange information for the purpose of obtaining information or clarifying details. Performs such within well established policies, procedures and standards.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of descriptive data and information, such as letters, correspondence, and records.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division.

**Functional Reasoning:** Requires ability to carry out detailed but uninvolved written or oral instructions. Involves routine work according to clearly prescribed standard practices, with some latitude for independent judgment.

**Situational Reasoning:** Requires the ability to exercise the judgment required in situations characterized by repetitive or short cycle operations covered by set procedures or sequences.

### **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Dexterity:** Requires the ability to perform skilled coordinated movements, such as keyboarding, filing, and dialing/answering telephones.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate sounds. Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

**PERFORMANCE INDICATORS**

**The work performance of non-supervisory personnel of Town of Smithfield is routinely evaluated according to the performance criteria outlined herein:**

**Knowledge of Work:** Has working knowledge of the organization of the departments and staffing of the Town of Smithfield. Has working knowledge of the methods, procedures and policies of general clerical work. Clearly understands the occupational hazards and safety precautions required to perform the essential functions of the work. Has working knowledge of terminology and related professional languages used in the performance of clerical work. Knows how to maintain cooperative and effective relationships with intra- and interdepartmental personnel, as well as any external entities with whom position interacts.

**Quality of Work:** Maintains high standards of accuracy in performing duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains quality communication and interaction with intra- and interdepartmental personnel, and any external entities with whom position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in a manner to produce a quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completion of assigned functions. Completes assigned work within established deadlines in accordance with directives, policies, standards, and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides sufficient notice to upper management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Exhibits an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates appropriate and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identification of alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advisement where appropriate, and researches issues, situations, and alternatives prior to exercising judgment.

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**Cooperation:** Accepts supervisory and managerial instruction and direction, and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences is justified, i.e., poor communications, variance with established policies and procedures, etc.. Offers suggestions and recommendations to encourage and improve cooperation both intra- and interdepartmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships both intra- and interdepartmentally, and with external entities with whom position interacts. Tactfully and effectively handles requests, suggestions, and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion for work elements, and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards, to include regulatory entities. Ensures such standards are not violated.

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Employee's Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

The Town of Smithfield is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Town of Smithfield will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.