

**CITY OF FERGUSON  
OFFICE OF THE CHIEF OF POLICE**

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111.00 PURPOSE

The purpose of this General Order is to identify responsibilities for each position in the Department as well as specific job responsibilities for each employee within the various components of the Agency.

111.01 PROCEDURE

A. Job Classification

The Police Department shall comply with the City of Ferguson Classification of Positions Plan. These positions are based upon comprehensive studies and analysis of performance, requirements, needed qualifications, education, training and experience for each position, and the grouping of like positions into classes for assignment and compensation purposes. This permits common position description for each, avoiding separate job requirements for recruitment, examination, selection, appointment and promotion.

B. Responsibilities and Authority of a Ferguson Police Officer:

1. Full time, permanent employee of the City of Ferguson;
2. Powers of arrest with and without warrant as defined by state law;
3. Power to enforce federal, state and local ordinances within defined jurisdiction;
4. Power to execute arrest and search warrants as provided by law;
5. Power to conduct criminal investigations within the constraints provided by law and the directives of this Department;
6. Must comply with all City of Ferguson ordinances, statutes, Personnel Rules and Regulations, Department Directives and lawful orders of ranking officers;
7. Must perform all job requirements as defined by job description; and
8. Must meet all certification and training requirements defined by the State of Missouri, Department of Public Safety, Peace Officer Standards and Training Commission;
C. Written job descriptions, describing requirements and qualifications, shall be reviewed annually and distributed to all personnel.

**111.02 CLASSIFICATION AND DESCRIPTION OF DUTIES AND RESPONSIBILITIES**

**A. Chief of Police**

This is highly responsible professional, administrative, and management work in planning, organizing, and directing all division, programs, and activities of the Ferguson Police Department.

Work involves responsibility for the administration and coordination of all Police emergency and disaster services through the establishment and administration of policies, procedures and regulations including those pertaining to police services, training, and maintenance. Work involves responsibility for planning, organizing, and directing the efficient and effective daily operation of the Police department, assuring that laws and ordinances are enforced, that criminal offenders are identified and apprehended, and that measures are implemented to prevent crimes, protect lives and property, and add to the overall welfare of the community. Work also involves determining overall plans and policies to be followed in conducting all Police and emergency operations. Supervision is exercised directly or through subordinate supervisors over all employees of the department. Work is performed under the direction of the City Manager who reviews work for overall program effectiveness.

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| 1. Plans, organizes, and directs the programs and activities of the Police Department; reviews complaints and reports; determines data requirements, records, and reports needed for management of the department; submits reports of operations; |
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	2. Supervises directly and through subordinate supervisors, a staff of law enforcement and civilian employees; and establishes and enforces rules and regulations and policies and procedures; determines training requirements and implements programs; determines personnel, equipment, facility, materials, and supply needs;
	3. Advises and assists subordinates in criminal or other investigations; assumes direct command of forces in emergency situations or major law enforcement operations;
	4. Seeks and receives guidance from the Office of Prosecuting Attorney as it pertains to the interpretation of laws, the preparation of cases for prosecution, court testimony, and other related matters;
	5. Represents the Police Department and participates in and attends meetings of regional, state, and national law enforcement associations, and numerous professional, governmental, and community groups; attends training sessions and reads professional literature to keep abreast of law enforcement trends;
	6. Assesses community crime prevention and traffic safety needs; investigates new methods, technologies, laws, and programs to strengthen and improve current levels of service; recommends new or revised programs and activities;
	7. Attends and participates in public functions for the purpose of promoting crime prevention, law enforcement, and establishing favorable public relations; directs the investigation of and responds to citizen complaints; oversees internal investigations;
	8. Prepares a variety of regular and special reports, budget projections, and strategic plans;
	9. Responds to inquiries and complaints of the City Council, City Manager, other City departments and staff, and the general public;
	10. Exercises purchasing and budgetary control and prepares annual operating budget; reviews and approves specifications for new equipment; determines personnel and facility requirements; oversees the care and maintenance of department property and equipment;
	11. Oversees the development of programs for the training, utilization, and development of personnel; resolves disputes and grievances; counsels and disciplines personnel; recommends personnel actions including appointment and removal; evaluates command personnel;
	12. Provides effective and efficient customer services and promotes and maintains responsive community relations;
	13. Performs related work as assigned; and

14. Follows safe work practices.
<b>B. Commander of Field Operations – Captain</b>
This is highly responsible professional and administrative work in planning, organizing, and directing the activities of the Field Operations Division of the Ferguson Police Department.
Work involves determining overall plans and policies to be followed in conducting police operations. Supervision is exercised over Field Operations of the Ferguson Police Department. Work is performed with wide latitude in interpreting and applying policies, rules and regulations under the administrative direction of the Chief of Police. Work is reviewed through conferences and reports for overall program effectiveness.
1. Plans, organizes, and directs the programs and activities of Field Operations of the Police Department; reviews reports; determines data requirements, records, and reports needed for management of department; submits reports to the Chief of Police;
2. Coordinates efforts between the Field Operation Division and Support Divisions of the Police Department;
3. Supervises directly, or through subordinate supervisors, a staff of law enforcement employees; establishes and enforces rules and regulations; recommends the appointment, promotion, and dismissal of personnel; prepares performance evaluation reports; determines training requirements and implements programs; determines personnel, equipment, facility, materials, and supply needs;
4. Advises and assists subordinates in complex criminal or other investigations; assumes direct command of forces in the absence of the Chief of Police;
5. Reviews officer reports and records to identify reporting deficiencies, to keep abreast of individual performance, and to identify trends or cases requiring additional action; reviews the performance of subordinates; recommends personnel actions;
6. Responds to major crimes or incidents; assists subordinates in difficult or unusual situations;
7. Promotes and maintains responsive community relations; responds to inquiries of the Chief of Police;
8. Assists in developing specifications for property and equipment to be purchased by the Department;
9. Conducts research for the purpose of developing departmental policies and procedures that will be reviewed by the Chief of Police;

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| 10. Responsible for direct supervision of subordinate officers, leads by example, and enforces the rules and regulations of the department; |
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| 11. Assists with the preparation of fiscal budget;  |
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| 12. Takes on the responsibility of the Chief of Police in his absence; and  |
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| 13. Performs other work as assigned.  |
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**C. Compliance Officer – Captain (Lieutenant or Sergeant)**

This is highly responsible professional and administrative work in planning, organizing, researching and writing written policies, procedures and standards of conduct.

Work involves determining overall plans and policies to be followed in conducting police operations in all divisions. Work is performed with wide latitude and rules and regulations, policies and procedures are researched and developed with regard to the Missouri Police Chief's Charitable Foundation Standards under the administrative direction of the Chief of Police. Work is reviewed through conferences and reports for overall program effectiveness.

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| 1. Develops, initiates, researches, maintains, and revises policies and procedures for the general operation of the Compliance Program of the Police Department and its related activities to prevent illegal, unethical, or improper conduct. Manages day-to-day operation of the Program;                 |
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| 2. Develops and periodically reviews and updates Standards of Conduct to ensure continuing relevance in providing guidance to management and employees;   |
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| 3. Identify potential areas of compliance vulnerability and risk; develops/implements corrective action plans for resolution of problematic issues, and provides general guidance on how to avoid or deal with similar situations in the future;  |
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| 4. Focus on the elements of the Compliance Program, and seeks to ensure that all appropriate employees are knowledgeable of, and comply with, compliance standards;   |
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| 5. Ensures proper review and reporting of General Orders regarding policies and procedures within the department;   |
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| 6. Monitors, and as necessary, coordinates compliance activities of other departments to remain abreast of the status of all compliance activities and to identify trends;  |
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| 7. Institutes and maintains an effective compliance communication program for the Police Department, including promoting (a) heightened awareness of Standards of Conduct, (b) understanding of new and existing compliance issues and related policies and procedures and (c) open lines of communication; |

November 30, 2011

8. Provides reports on a regular basis, and as directed or requested, keeps the Chief of Police informed of the operation of progress of compliance efforts;
9. Monitors the performance of the Compliance Program and relates activities on a continuing basis, taking appropriate steps to improve its effectiveness to include maintaining a complete file on the program.

**D. Patrol Commander – Lieutenant**

This is highly responsible supervisory and administrative law enforcement work planning, organizing and directing assigned activities of the Police Department.

Work involves responsibility for directing, coordinating, and supervising an assigned division of the Police Department. Work in this class requires the application of advanced knowledge and abilities in the planning and execution of assignments. Work is performed with considerable independence within the framework of established policies, governing laws, and departmental rules and regulations. Work is performed under the general direction of the Commander of Field Operations (Captain), who reviews work through conferences and reports for results obtained.

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| 1. Directs, supervises, and coordinates Patrol Division activities; plans, assigns, and reviews the work of subordinate supervisors; ensures adherence to rules, regulations, policies, and procedures; monitors demands for service; adjusts personnel deployment accordingly; |
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| 2. Responds to major crimes or incidents; assists subordinates in difficult or unusual situations;  |
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| 3. Receives and investigates citizen complaints; maintains contact with other police, criminal justice, and governmental agencies; assists in preparing the police budget;  |
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| 4. Reviews officer reports and records to identify reporting deficiencies, to keep abreast of individual performance, and to identify trends or cases requiring additional action; reviews the performance of subordinates; recommends personnel actions;                       |
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| 5. Confers with subordinates for the purpose of resolving operational problems, interpreting new or revised rules and regulations, or explaining new methods and procedures;  |
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| 6. Assigns and reviews cases; approves reports; counsels and trains subordinates on investigative procedures; conducts investigations as required; evaluates subordinates; maintains criminal intelligence files; maintains evidence equipment;                                 |
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| 7. Patrols residential and commercial property to observe, prevent, or terminate unlawful acts; assist officers on calls; responds to traffic accidents;  |

8. Provides effective and efficient customer services and promotes and maintains responsive community relations;
9. Follows safe work procedures; and
10. Performs other work as assigned.

**E. Bureau of Support Services – Captain or Lieutenant**

This is highly responsible supervisory and administrative law enforcement work planning, organizing and directing assigned activities of the Police Department.

Work involves responsibility for directing, coordinating, and supervising assigned divisions of the Police Department. Work in this class requires the application of advanced knowledge and abilities in the planning and execution of assignments. Work is performed with considerable independence within the framework of established policies, governing laws, and departmental rules and regulations. Work is performed under the general direction of the Chief of Police, who reviews work through conferences and reports for results obtained.

1. Directs, supervises, and coordinates the activities of the detective bureau and corrections division; plans, assigns, and reviews the work of subordinates; ensures adherence to rules, regulations, policies, and procedures; monitors demands for service; adjusts personnel deployment accordingly;

2. Responds to major crimes or incidents; assists subordinates in difficult or unusual situations;

3. Receives and investigates citizen complaints; maintains contact with other police, criminal justice, and governmental agencies; assists in preparing the police budget;

4. Reviews officer reports and records to identify deficiencies, to keep abreast of individual performance, and to identify trends or cases requiring additional action; reviews the performance of subordinates; recommends personnel actions;

5. Confers with subordinates for the purpose of resolving operational problems, interpreting new or revised rules and regulations, or explaining new methods and procedures;

6. Assigns and reviews cases; approves reports; counsels and trains subordinates on investigative procedures; conducts investigations as required; evaluates subordinates; maintains criminal intelligence files; maintains evidence equipment;

7. Serves as the liaison to several law enforcement and community agencies including the St. Louis Major Case Squad, Missouri Racial Profiling, and Task Force for Auto Thefts and the Drug Task Force; and

8. Performs other work as assigned.
<b>F. Patrol Supervisor – Sergeant</b>
This is responsible supervisory municipal law enforcement work in the protection of life and property.
Work involves responsibility for supervising the performance of officers assigned to a patrol shift (or serving as the supervisor of the Communications Division). Work requires the use of seasoned judgment in the command of subordinates or development of programs to ensure provision of effective police services. Work also involves the assignment of a variety of administrative tasks. Work is performed with considerable independence and in accordance with applicable laws, ordinances, and regulations, under the general supervision of a Police Lieutenant. Work is reviewed through observation, discussions, and reports for results obtained.
1. Serves as a commanding officer overseeing all operations and staff during a shift, including Dispatchers and Corrections Officers;
2. Prepares for and conducts briefings on a group or individual basis at the beginning of a shift; inspects the appearance of subordinate officers; assigns officers to patrol districts; explains special orders and information; conducts roll call training;
3. Assesses shift manpower and staffing patterns; approves requests for leave; coordinates activities of assigned officers;
4. Checks officer performance and gives advice to subordinates when necessary; counsels and evaluates performance and recommends personnel actions; checks officer reports;
5. Patrols the City and provides backup to officers as necessary; assists in the apprehension and arrest of law violators;
6. Reviews reports of subordinates and prepares reports for higher ranking officers; responds to and takes command of major incidents or emergencies until relieved by a superior officer;
7. Coordinates efforts of patrol and support personnel; provides advice and assistance relative to the conduct of investigations and preparation of cases for prosecution;
8. Reviews and assists in developing police department policy and procedures; interprets and enforces adherence to policy; investigates citizen complaints, and recommends discipline;



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| 9. Assists detectives on all major investigations and conducts internal investigation; responds to inquiries from the press and citizens; |
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| 10. Provides effective and efficient customer services and promotes and maintains responsive community relations;                         |
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| 11. Follows safe work practices;  |
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| 12. May be assigned as supervisor for the Communications Division; and  |
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| 12. Performs related work duties as assigned.   |
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**G. Addendum for Communications Sergeant (Supervisor)**

In addition to duties outlined in the Sergeant job description; the Sergeant assigned as the Communication Supervisor will be expected to:

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| 1. Supervise, train and evaluate all dispatchers;  |
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| 2. Conduct all programming of in-house computer systems, Computer Aided Dispatch (C.A.D.), mobile laptops, and desktop PC's, as well as troubleshooting all networking problems; on call 24 hours; |
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| 3. Keep C.A.D. system functioning properly;  |
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| 4. Interview and recommend hiring of communications employees;   |
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| 5. Review and recommend upgrades in the computer system;   |
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| 6. Assist, as directed, in criminal investigations and internal affairs investigations and other supervisory functions;  |
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**H. Police Officer – Bureau of Field Operations**

This is responsible law enforcement work in the protection of life and property through the enforcement of laws and ordinances.

Work involves responsibility for the protection of life and property, prevention of crime, apprehension of criminals, and the enforcement of laws and ordinances. An employee of this class may be assigned to uniformed patrol, crime prevention, canine duty, traffic accident investigation, or other specialized departmental activity. Work involves an element of personnel danger in the pursuit of duties. Officers must exercise independent judgment in meeting both routine and complex emergency situations and act without direct supervision. A significant portion of time involves public contact where discretion and tact is to be conscientiously exercised. Assignments and instructions are received in general terms from a

superior officer who reviews and evaluates work methods and results through reports, observations, and discussions.

1. Patrols residential and commercial property to observe, prevent, or terminate unlawful acts; maintains radio contact with dispatch; reports crimes or unusual situations; responds to calls or initiates actions; backs up other units as required;

2. Responds to calls involving traffic accidents and other serious accidents; secures scene to protect victims and property; gives first aid and calls for medical assistance; interviews participants and witnesses; collects other related information and completes reports;

3. Facilitates the movement of people and vehicles, including enforcement of all traffic regulations; controls and redirects traffic in congested areas and scenes of emergency or danger; promotes traffic safety; assists stranded motorists; enforces parking restrictions; controls crowds; prevents the blockage of sidewalks, streets, and other public accesses;

4. Operates a radar unit in monitoring speed of traffic; stops violators and issues warnings or citations; conducts appropriate tests for determination of intoxication, when appropriate;

5. Responds to a wide range of citizen needs and requests, at times under emergency conditions; e.g., accidents, rescue efforts, searches for missing person(s), alarms, and in-progress felonies;

6. Responds to reports of criminal activity; searches building; residences, and surrounding areas for criminal subjects; secures scene to restore peace and protect evidence; calls for assistance as needed; provides backup to other officers engaged in confrontation or arrest activities;

7. Interviews complainants and witnesses; analyzes probable sequences of events; seeks additional data through research, telephone calls, interviews and other methods; identifies, arrest, fingerprints, and takes offender(s) into custody for probable cause; advises such persons of their constitutional rights; searches for weapons or contraband; interrogates suspects regarding act(s) committed; transports for incarceration; testifies in court proceedings to provide known facts and evidence;

8. Serves as a field-training officer, on an assigned basis; patrols with recruits and instructs officers on police procedures; evaluates officers during probationary period;

9. Practices the use of a variety of firearms on a periodic basis; attends continuing education seminars and lectures on various law enforcement practices and techniques;

10. Provides effective and efficient customer services and promotes and maintains responsive community relations;

	11. Follows safe work practices; and
	12. Performs related work duties as assigned.
<b>I.</b>	<b>Addendum for Detective (Police Officer)</b>
	In addition to patrol duties outlined in the Police Officer job description, the officers assigned as detectives will be expected to investigate all crimes committed in the City of Ferguson, Duties include:
	1. Interview suspect, witnesses and victims involved in a crime;
	2. Process crime scenes; collect evidence and photograph scenes; write reports and present in courts;
	3. Provide surveillance and apprehension of suspects;
	4. Attend child advocacy center interviews;
	5. Maintain confidential informants;
	6. Complete background investigations for new hires; and
	7. Assist, as directed, in any function of a Police Officer.
<b>J.</b>	<b>Addendum for K-9 Officer (Police Officer)</b>
	In addition to patrol duties outlined in the Patrol Officer job description, those officers assigned as a K-9 Handler will be expected to:
	1. Respond to any calls requiring the use of the canine. Assignments requiring the use of a canine, include but are not limited to, the following;
	a. Detection of narcotics;
	b. Building searches for suspects or narcotics;
	c. Article searches for narcotics;
	d. Tracking suspects of a crime;
	e. Provide K-9 demonstrations to school children and community groups;
	f. Assist, as directed, in any function of a Police Officer.
<b>K.</b>	<b>Commander Neighborhood Enforcement Team (N.E.T.) (Lieutenant)</b>
	In addition to overseeing the Records Division, the Communications Division, Emergency Management Liaison and the Evidence Lockers, this <b>Administrative Command</b> position is also responsible for Computer Technology support.

As the Commander of the Neighborhood Enforcement Team (N.E.T.) the following responsibilities are listed:

1. Supervise the Neighborhood Enforcement Team, School Resource Officers, Traffic Officer, and Ferguson Municipal Court security;
2. Attend neighborhood meetings to identify meetings to identify public safety and crime concerns and needs;
3. Develop and implement policing strategies to address and identify public safety issues and crime concerns;
4. Prepare monthly reports detailing neighborhood concerns and police activity for the City Manger/City Council;
5. Emergency Management Liaison; and
6. Perform related work duties as assigned.

**L. Addendum for Neighborhood Enforcement Team (Police Officer)**

1. Patrol residential and commercial property;
2. Attend neighborhood meetings;
3. Target problem neighborhoods to resolve resident issues and concerns;
4. Respond to reports of criminal activity, search buildings, residences, and surrounding areas for criminal suspects;
5. Practice the use of a variety of firearms on a periodic basis;
6. Conduct traffic enforcement activities;
7. Follow safe work practices;
8. Provide effective and efficient policing services and maintain responsive community relations;
9. Supplement uniform patrol manpower;
10. Provide municipal court security; and
11. Perform related work duties as assigned.

<b>M. Addendum for Traffic Officer (Police Officer)</b>	
In addition to patrol duties outlined in the Police Officer job description, the officer assigned as a traffic officer will be expected to:	
	1. Investigate all motor vehicle accidents involving injury or death;
	2. Educate the public in safe motoring habits;
	3. Review and maintain various department traffic records and reports;
	4. Compile and maintain statistical records relating to accident locations, time, frequency and other circumstances;
	5. Department representative to the Ferguson Traffic commission;
	6. Maintain Department radar equipment;
	7. Plan and prepare Department for significant funeral processions;
	8. Assist with applications for highway grants; and
	9. Assist, as directed, in any function of a Police Officer;
<b>N. Addendum for DARE/School Resource Officer (Police Officer)</b>	
In addition to patrol duties outlined in the Police Officer job description, those officers assigned as a DARE/School Resource Officer will be expected to:	
	Act as a liaison officer for the Police Department, working with school principals and staff of the local elementary schools, teaching law related and safety classes to students. Duties include:
	1. Providing drug abuse resistance education classes;
	2. Attending meetings at school with faculty;
	3. Writing lesson plans for classes and preparing presentations;
	4. Acting as a truancy court mentor to students;
	5. Meeting with supervisors regarding school activities;
	6. Maintaining a safe school environment;
	7. Responding to calls at any school within the jurisdiction; and

8. Assisting, as directed, in any function of a Police Officer.	
<b>O. Department Analyst (Police Officer)</b>	
In addition to patrol duties outlined in the Police Officer job description, the officer assigned as a Department analyst (Evidence Property Manager) will be expected to:	
1.	Receive, record and keep safe all evidence; write and review policies and procedures on evidence storage;
2.	Administer grants received from the state and federal government;
3.	Supervise and maintain the breath alcohol datamaster; train employees on its use;
4.	Coordinate departmental training activities; record and ensure officers are up to date;
5.	Process criminal history dispositions for court; and
6.	Assist, as directed, in criminal investigations and other functions of a Police Officer.
<b>P. Corrections Officer (Civilian)</b>	
This is responsible law enforcement work in the protection of life and property by keeping prisoners safe and in a secured area while serving a sentence or being held for bonding.	
Work involves the protection of the public from accused suspects and sentenced criminals housed in the City of Ferguson jail. Work involves some element of danger. Officers must exercise judgment. Assignments and supervision are received from a superior officer who reviews and evaluates work methods through reports, observations and discussions.	
1.	Processes prisoners including searching of persons, inventorying of property, fingerprinting and photographing of subject;
2.	Enters information into computer terminal for the Regional Law Enforcement Justice Information System (REGIS); enters information into the department's computer system; confirms warrants from other jurisdictions;
3.	Supervises and cares for prisoners; monitors jail cells continuously, microwaves meals and delivers to prisoners; supervises showers and administers necessary medications, and seeks medical assistance, if necessary;
4.	Supervises the cleaning of the jail cells and laundry operation;

5. Administers blood alcohol tests;
6. Maintains a variety of logs, records and files;
7. Processes release of prisoners; collects bond money and records it; completes records and reports for court;
8. Provides effective and efficient customer services and promotes and maintains responsive community relations;
9. Follows safe work practices; and
10. Performs related work as assigned.

**Q. Senior Police Dispatcher (Civilian)**

This is responsible work dispatching police and other personnel and equipment on emergency and service-related calls. In addition to serving the City of Ferguson, the dispatchers provide police dispatch services to four neighboring communities.

Work involves responsibility for the receipt and transmission of radio and telephone messages and the dispatching of emergency personnel in accordance with standardized procedures and regulations. Responsibilities include the operation of communications equipment to provide prompt and effective responses to calls for service in both routine and emergency situations. Employees are expected to exercise judgment in coordinating and following through on responses to situations, which may affect the lives and safety of the public, public safety personnel, and others responsible for public protection and safety. Assists supervisor in the training of dispatchers. Work is performed under the supervision of the Sergeant assigned to Communications.

1. Monitors and receives calls, and broadcasts requests for police services; receives requests for medical assistance, fire, and other emergency services by telephone; dispatches personnel by radio or transfers nonpublic safety calls to appropriate agencies; monitors multiple radio frequencies and alarms;
2. Trains new employees, directs fellow dispatchers and has input into performance evaluations;
3. Remains cognizant of complaints, designated priorities, and availability of units capable of responding to reported incidents;
4. Determines nature of required assistance, location, and other pertinent information; differentiates between routine, priority, and emergency requirements; deploys nearest appropriate units to scene of event; transmits pertinent information regarding service requirements; assigns backup assistance as required;

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| 5. Monitors jail cells, interior and exterior stations and parking lot through television cameras and notifies shift commander of any behavior or events that require further in-person investigation or attention; monitors in-house alarm system;  |
| 6. Maintains a variety of logs, records, and files;  |
| 7. Initiates searches for four police agencies of local, state and nationwide criminal justice data banks to obtain information on warrants, driver history, missing persons, vehicles, firearms, and miscellaneous property; assesses the response for compatibility with the requests and relays it to the field unit; |
| 8. Uses computer terminal to enter information into the National Crime Information Center (NCIC) on vehicles, persons, and property and criminal history;  |
| 9. Operates three computer systems including; Computer Aided Dispatch (C.A.D.), Missouri Uniform Law Enforcement System (MULES) and the Regional Law Enforcement Justice Information System (REJIS);   |
| 10. Disseminates information to the public regarding City and departmental operations; assists residents who telephone or walk in with complaints and questions; responds to requests for reports;   |
| 11. Acts as department coordinator for the Regional Law Enforcement Justice Information System (REJIS); attends bi-monthly meetings;   |
| 12. Attends and speaks at school functions and Neighborhood Watch meetings, on occasion;   |
| 13. Provides effective and efficient customer services and promotes and maintains responsive community relations;  |
| 14. Follows safe work practices; and   |
| 15. Performs related duties as assigned.   |

**R. Administrative Assistant I (Civilian)**

This is responsible secretarial and clerical work serving as secretary for a Department Director.

Work involves providing support to a superior by performing varied secretarial and clerical duties, which require knowledge of office routines and understanding of the organization, programs, and procedures. Work is characterized by a close and highly responsive relationship to the day-to day activities of the Department and involves the assignment of non-routine administrative details requiring the exercise of independent judgment and initiative. Work may include the provision of secretarial services to immediate staff, boards



and commissions. Positions in this class may be required to take and transcribe oral dictation or to transcribe recorded dictation. Work is performed with considerable independence. This position receives supervision from a Department Director. This position may also receive direction from other personnel within the Department for the performance of various clerical duties.

1. Types a variety of correspondence and reports from draft often involving sensitive or confidential information; composes routine correspondence; proofreads and sends out correspondence; copies information;

2. Assists with administrative and fiscal reports, questionnaires, and budgets; prepares work sheets and tables and other materials;

3. Maintains administrative, personnel and other records and establishes and maintains specialized filing systems;

4. Answers the Department telephone and greets and assists visitors; answers questions and requests from the public and assists with problem solving as needed and appropriate; opens and distributes mail; prepares and sends out departmental mailings and faxes; responds to Department emails and makes changes to City's Website if applicable;

5. May serve as a recording secretary for a City Board or Commission; responsible for taking minutes and transcribing for presentation and approval;

6. Assists Department Director with the day-to-day administrative responsibilities such as scheduling, coordinating meetings and other miscellaneous functions;

7. Assists the Department Director with personnel and administrative functions such as employee time keeping and preparing paperwork for new employees; prepares vouchers and purchase orders;

8. Maintains permanent records, related databases and files and appropriate correspondence files; indexes records, documents, and related material; searches databases for information or verification;


9. Maintains logs and compiles data for department reports; prepares reports; maintains and orders department supplies;

10. Provides effective and efficient customer services and promotes and maintains responsive community relations;

11. Processes detective supplements; prints digital crime scene and derelict vehicle photographs; monitors monthly reports prepared by record clerks; and

12. Follows safe work practices; and

	13. Performs related duties as assigned.
<b>S.</b>	<b>Police Records Clerk (Civilian)</b>
	This is responsible clerical work of some complexity and variety in the Police Department.
	Work involves responsibility for police records and clerical office functions requiring knowledge of departmental procedures. Work involves responsibility for the maintenance of records and files; entering computer data and completion of related reports; and provision of general clerical support. Work is performed under general supervision within the framework of established procedures, policies, rules, and regulations. Work is reviewed and evaluated through observation, conferences, and discussions. Work is performed under the supervision of the Officer assigned to the task.
	1. Enters and updates arrest records, incidents, accidents reports, warrants, traffic tickets, parking tickets, compliance tickets, and other information using a computer terminal; verifies and cross checks information before entering records; locates missing data for inclusion and ensures accuracy and completeness of information prior to entering into appropriate records and files;
	2. Assists the public and other agencies by searching files, reports, and other records, providing information in accordance with departmental policies and procedures; prepares records for transmittal to court;
	3. Maintains permanent records and files and appropriate correspondence files; files records, documents, and related materials; searches databases for information requested;
	4. Responds to inquires in person or by telephone; answers questions, supplies copies for reports, or directs public to proper department or agency; contacts other agencies for information;
	5. Performs administrative support tasks associated with the alarm board, bike registration, auto towing releases; performs a variety of other clerical support functions;
	6. Provides effective and efficient customer service and promotes and maintains responsive community relations, including assisting the court clerks on days when court is in session;
	7. Maintains department office equipment and supplies;
	8. Distributes incoming department mail to appropriate recipient; oversees and processes outgoing mail and packages;

9. Generates the monthly crime statistics report;
10. Provides effective and efficient customer services and promotes and maintains responsive community relations;
11. Follows safe work practices; and
12. Performs related duties as assigned.
By order of:

COLONEL THOMAS JACKSON Chief of Police

Distribution  
All Department Personnel

MPCCF Reference 5.3, 14.1