

JOB DESCRIPTION

TITLE: Administrative Assistant II
SUB-TITLE: Patrol Desk Clerk
DIVISION/UNIT: Assigned Patrol Division
REPORTS TO: Sergeant
DATE: October, 2006 **PAY RANGE:** 12 **FLSA:** Non-Exempt

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Job Objectives: (Purpose of the position.)

To provide clerical support and customer service to citizens for police-related activities in assigned patrol division station. Position takes police reports from citizens, handles money from sales of police reports, types as required, answers the phones, and retrieves and/or enters data on a computer.

Essential Job Functions: (Functions essential to attaining job objectives.)

1. Performs direct support activities to many police-related activities including receiving information and preparing written reports such as vehicular reports, field incident reports (i.e. stealing and property damage), and may take OCC reports reported by citizens in person. Instructs citizens on formal complaint procedures. Treats irate citizens and persons involved in stressful situations tactfully, assist in calming them, and determine appropriate entity to resolve the situation.
2. Performs typing as required, to include memorandums, incident and demeanor reports, daily lineups, interdepartmental communications, monthly activity summaries, and days-off schedules.
3. Collects and records monies due on criminal history checks and sales of reports.
4. Assigns case report numbers; checks parties in computer; completes phone-in court time and overtime vouchers; completes injury reports; checks and logs reports into the computer.
5. Answers and routes incoming phone calls or takes messages; receives and appropriately packages and marks property received from citizens.
6. Interacts with arresting officers and citizens; may interact with prisoners to obtain information to complete booking and bonding of an arrest. May collect bond

KANSAS CITY, MISSOURI POLICE DEPARTMENT

Administrative Assistant II

Patrol Desk Clerk

Page 2

money.

7. Performs miscellaneous office tasks such as distributing mail, routing reports, filing, entering and transmitting computer messages, and logging, scanning and indexing reports.
8. Advises routing and appropriate travel directions requiring the ability to read maps.
9. Performs related duties as required.

Job Standards: (Minimum qualifications needed to perform essential functions.)

To successfully perform the essential functions of this position, the incumbent must possess a high school diploma or equivalent, telephone skills, knowledge of word processing software. Position requires accurate spelling and grammar skills. Clerical test, memo typing test – 20 minutes or less with no more than 5 errors and polygraph examination are required.

Job Location: (Place where work is performed.)

Position operates in a patrol station environment approximately 100% of the time.

Equipment: (Machines, devices, tools, etc., used in job performance.)

- Personal computer and mainframe terminal
- Typewriter
- Copy machine
- Fax machine
- Calculator
- Telephone

KANSAS CITY, MISSOURI POLICE DEPARTMENT

Administrative Assistant II

Patrol Desk Clerk

Page 3

- Alpha Paging System
- T.D.D. Machine (Telecommunications Device for the Deaf)