

**MAJOR FUNCTION**

This is direct and indirect public contact work designed to provide administrative support in responding to the public safety or code enforcement needs of the community and accepting and relaying service requests and other information regarding on-going public works maintenance and construction activities. Employees in this class assist citizens reporting criminal incidents or seeking public safety, code enforcement or public works related information. These employees clarify incomplete information or collect missing information and may assist with data entry, record keeping, quality control initiatives and general administrative support in assigned areas or throughout the department, as operational and support needs dictate. Work is performed under the general direction of a supervisor; however, the employee is expected to exercise considerable judgment while acting in accordance with established departmental policy and procedure. Work is reviewed through observation, conversation, and by results obtained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Assists citizens to report incidents of crime or code violations by telephone or in person by soliciting and recording all information required by the relevant department. Performs citizen callbacks to verify investigative information, clarify ambiguous information or to seek additional information as is applicable to the work unit requirements. Responds to citizen inquiries for general public safety information. Accepts citizen comments or complaints and forwards them to the appropriate area for resolution. Manages all paperwork and processes associated with the code enforcement ordinances and statutes and develops casework for use in hearings to adjudicate or resolve associated complaints. Performs computer entry and retrieval of data concerning pawnshop items, criminal reports, etc. Conducts preliminary data and records research and drafts reports and correspondence as directed. Performs special work details as needed, which may include temporary assignment to various units throughout the department as operational and support needs dictate. Performs related work as required.

Public Works Streets and Drainage Division: Provides customer service for the entire division by receiving customer service requests by various means such as walk-ins, telephone, and emails, etc. Records requests or complaints on the data tracking software and routes to the proper supervisor for handling. Answers routine questions concerning the operations, scheduling and quality of workmanship of the various units of the division. Collects, updates and files information regarding department's Accreditation Program. Performs miscellaneous duties as required such as research information for various reports, copying and faxing. Performs related work as required.

**Other Important Duties**

Performs quality control surveys as requested. Maintains unit logs and issues equipment. Assists with the preparation of administrative reports as requested. May assist with emergency management efforts by providing assistance with administrative support and logistics activities. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge Abilities and Skills**

Knowledge of rules regulations, policies, state statutes, laws and ordinances related to assigned functions. Knowledge of departmental philosophy, function, practices and methods of administration. Ability to exercise considerable judgment in the performance of assigned duties. Ability to communicate in a clear and concise manner, orally and in writing. Ability to prepare and maintain routine reports and records. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to follow complex written and oral instructions. Ability to organize

thoughts and ideas quickly and transform them into action. Ability to cope with situations firmly, courteously, tactfully and with respect for the rights of others. Ability to use modern office equipment, including microcomputers and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and two years of clerical or administrative support experience involving regular contact with the general public; or an equivalent combination of education and experience. An associate's degree from a community college or completion of a two year vocational school program in a business related area may substitute for the required experience.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of appointment.

Police Department: Applicants should truthfully complete the Criminal History Questions on the City Employment Application. Any omissions, falsifications, misstatements, or misrepresentations of the information provided may disqualify an applicant. The top applicant chosen for this position will be required to complete and pass a Truth Verification Examination prior to an employment offer being made.

Established: 03-01-00  
Revised: 05-01-01  
09-04-02  
03-03-04\*  
03-12-07  
01-15-10\*  
07-20-16