



## Police Service Representative

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The city of Brookhaven is accepting resumes for a full-time police service representative. This position will perform responsible clerical functions under the direct supervision of the support services division Sergeant. The candidate will retrieve police reports; process citations; verify, retrieve, enter and change information stored on GCIC; communicate with police personnel and citizens; and entering and retrieving information on the in-house computer system.

How to apply:

Please submit your resume, cover letter to: [Careers@brookhavenga.gov](mailto:Careers@brookhavenga.gov)

The City of Brookhaven is an equal opportunity employer.

### **JOB SUMMARY:**

This position performs responsible clerical functions under the direct supervision of the support services division Sergeant. The position is responsible for retrieving police reports; processing citations; verifying, retrieving, entering and changing information stored on GCIC; dispersing information to police personnel and citizens; and entering and retrieving information on the in-house computer system.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Processes citations, checks computer records, and files records generated by the department.
- Teletypes police messages to and from other agencies.
- Performs duties at the front desk including operating the telephone switchboard, assisting citizens, and bonding people out of jail.
- Assists general public in obtaining reports and information and collects money for various services.
- Answers phones and takes messages for officers.
- Verifies all information stored on GCIC by monitoring validation reports from GCIC, completes form letters on each entry, and writes supplemental report to upgrade information. Verifies GCIC/NCIC entries.
- Runs suspended and revoked licenses taken by officers through GCIC for status, completes forms and makes copies of reports and licenses, mails original to state and file copies.
- Conducts criminal history checks as needed to process case files and other requests
- Monitors internal security system.
- Will be required to perform other related duties as requested, directed or assigned.
- Regular attendance and punctuality are essential requirements of the job.

### **MINIMUM QUALIFICATIONS:**

- High School graduate or GED.

- Minimum of two (2) years experience in an office clerical position preferably in a police environment.
- An equivalent combination of education and experience may be acceptable.

**Necessary Knowledge, Skills, and Abilities:**

- Knowledge of state laws, practices and procedures relating to municipal police departments.
- Ability to type 35 wpm with skill and accuracy.
- Ability to pass the Georgia Crime Information Center certification test within 30 days of employment.
- Ability to operate a switchboard, police radio, and office equipment.
- Knowledge of modern office practices, equipment, methods and procedures.
- Ability to understand and carry out complex verbal and written instructions.
- Ability to deal tactfully and courteously with employees and the general public.
- Ability to communicate clearly and effectively, verbally and in writing.
- Ability to develop and maintain effective working relationships with officials, employees, state and federal authorities, civic leaders and the public.
- Skill in managing competing priorities on multiple projects.
- Ability to manage stressful situations.

**SPECIAL REQUIREMENTS:**

- Must be able to manage multiple items at the same time; prioritize tasks; and meet recurring and periodic time constraints; must be able to maintain confidentiality.
- Certification as a notary public shall be obtained within sixty days of employment with the City.
- Required to work shift work (open 24 hours a day).

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to sit for extended periods of time.
- Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- While performing the duties of this job, the employee is occasionally required to stand; walk; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit, balance, stoop, kneel, or crouch; talk or hear; and smell.
- The employee must occasionally lift and move up to 15 pounds.
- Specific vision and hearing abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- While performing the duties of this job, the employee primarily works indoor environments.