

**Class Title: Operations Officer III**

**BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Performs a variety of tasks in support of law enforcement, recruiting, and criminal justice functions. Daily activities include data entry, information retrieval, management of criminal records, ensures security of police/city facilities, and identify safety hazards. Performs a wide variety of clerical support functions including filing, answering phones, preparing report in accordance with local, state, and federal regulations into the Records Management System (RMS). Performs a wide variety of recruitment support functions including managing the department recruiting application database.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.*

	<b>Physical Strength Code</b>	<b>ESSENTIAL FUNCTIONS</b>
1	S	As department assigned, operate the information/security/reception area in police facilities by manning the desk and keeping it secure, answers/screens telephone calls (may be required before and after work, including weekends/holidays), taking messages, complete phone reports, greets visitors, operates computer and various equipment (e.g., fax, copier), fields citizen inquiries and complaints, logging and tracking information as directed (e.g., security check sheets, prisoner information, work requests, customer service requests, etc.; enter data into the RMS (Record Management System); schedules appointments and meetings, coordinates travel arrangements.
2	S	As department assigned, maintain and retrieve files, distributing calendars and work schedules, maintain and order office supplies, notifying other agencies of information, entering data into the computer, issuing petty cash, process various plans, preparing correspondence and various reports, maintaining databases, dispatching work orders and information by radio, picking up and delivering documents, typing legal correspondence, researching documents as requested, processing incoming mail, processing paperwork; maintains fire extinguisher and sprinkler system logs.
3	L	As department assigned, perform administrative duties inherent to police division assigned to include, typing reports, notifying officers of court dates and messages, sorting, and transporting mail, ordering supplies, filing, and processing forms and other paperwork, ordering supplies and handling citizen's complaints, maintaining work schedules and leave records, conducting minor audits of files/logs as directed, and providing information to police staff as requested. As appropriate, transports or issues supplies, transports vehicles or people, runs errands, runs wanted checks through the computer system, makes phone calls, takes messages, and generates reports as authorized or directed.
4	L	As department assigned, handle property and evidence by reviewing voucher to ensure property/evidence is listed and packed/marked according to standard, places property/evidence in proper storage area, ensures security of property/evidence, logs property/evidence in and out as required annotating the proper logs and forms, prepares property/evidence for auction or destruction and ensures disposal or destruction as authorized.

	Physical Strength Code	ESSENTIAL FUNCTIONS
5	L	As department assigned, provide security for Public Safety facilities by walking through the grounds and throughout the facility (inside/outside) to inspect and observe, report and resolve conditions that require correction (e.g. objects that need to be cleaned, or pose risk or threat to personnel, visitors, prisoners, equipment, plant or facility). Controls access to facilities and prisoners, physically or electronically monitors entrance to facilities and activities inside and outside facilities. Issue parking violation citations, performs traffic/parking direction, school crossing corners and works special events as assigned.
6	S	As department assigned, monitor timelines/scheduling/discuss proposals with contractors, ensure work is performed by outside vendors; serve as building infrastructure liaison; serve as fuel liaison (e.g. order fuel cards, coordinate out of town fuel usage), receive requests for building maintenance; track, enter, and research work order requests, coordinate meeting priorities, fleet maintenance liaison, monitor and track vehicle repairs and trends, coordinates systematic vehicle replacement, update records/data as necessary; manages the Bull Terminal, which ties the Norfolk Police Department to all other local, state, and Federal law enforcement agencies, attend meetings related to fleet/facility maintenance (e.g. Accident Review Board to provide insight on vehicle operations and accident damage costs,).
7	S	As department assigned, perform data entry functions, answer customer service requests from citizens as well as department officers, answer requests related to reports and records, refer citizens to the proper division or agency. Enter data and reports such as missing persons/runaways/stolen vehicles into the Virginia Criminal Information Network (VCIN). Send out alerts and reports on missing children or endangered adults, maintain logs, maintain cash receipt log and credit card log, assist with Freedom of Information Act (FOIA) requests and expungement inquiries, handles taxi permits, alarm permits, ride along applications, bicycle licenses, etc. research property, criminal information, suspect's names, maintain incoming/outgoing logs through VCIN and National Crime Information Center (NCIC).
8	S	As department assigned, maintain and retrieve files, distribute calendars, work schedules, activity sheets maintain databases, dispatch work orders, and store crime related information through the Homicide Investigation Tracking System (HITS). Send and receive all Teletypes related to transport of prisoners/fugitives by air, sex offenders, attempt to locate, DUI, death/fatality. Verify identities and criminal records to officers.
9	L	As department assigned, conducts criminal and civil processes by fingerprinting subjects, takes mug shot photos, processing felony and sex offender registrations, operates the Automated Fingerprint Information System (AFIS), respond to record requests, perform record requests for officers, process ID cards for officers and civilian employees, resolves after hour card, lock-out, and emergency/weather issues, perform background checks as directed, research documents as requested, prepare various correspondence and reports.
10	L	As department assigned, operate and manage the department recruiting application database, communicate with applicants via email, phone, and in person, administer Polygraph examinations, prepare folders for background investigators, liaison with Public Safety Human Resources regarding hiring processes, administers physical agility test and prepare applicant eligibility lists.

**CLASS REQUIREMENTS:**

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Formal Education / Knowledge	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	Four years' experience in general office work or at least 2 years of experience in the management of criminal records relating to processing VCIN/NCIC transactions at the municipal or state level.
Certifications and Other Requirements	<p>Valid Driver's License.</p> <p>The appropriate certification as an VCIN/NCIC operator must be obtained within six (6) months of employment and maintained continuously throughout the course of employment in this classification. The VCIN/NCIC certification is required department wide. All person(s) with any access to the VCIN network (i.e., program, repair, add update(s), operate, etc.) must be a United States citizen or have been a lawful resident of the United States for the past 10 consecutive years and must have their background checked by fingerprints prior to having approval to access the VCIN network.</p> <p>As department assigned, the Certified/Licensed Polygrapher certification, if not already obtained, can be obtained through the City of Norfolk Police Department (school and/or training at City expense), and must be kept current every two (2) years.</p> <p>All new Norfolk Police Department employees will be required to participate in three (3) days on-the-job training with 3-4 divisions in the Norfolk Police Department to learn the various components of each department and must be completed within six (6) months of employment. A checkoff list must be completed once the three (3) days of on-the-job training is complete.</p> <p>Must successfully pass all entry level testing/assessments.</p> <p>Must be able to work rotating shift in a 24/7 environment (days/evening/midnights) including weekends and holidays and be available to work overtime when required to meet operational needs. Position is subject to shift differential compensation in accordance with City policy.</p>
Reading	Work requires the ability to read criminal summary and analysis reports, incoming mail, general correspondence, and memoranda.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, and division.
Writing	Work requires the ability to write in a clear and understandable manner various reports and documents, customer or client messages, general correspondences and memoranda and make log entries.
Managerial	N/A
Budget Responsibility	N/A
Supervisory/ Organizational Control	N/A
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	<p>Contacts others within the organization and citizens.</p> <p>Meetings and discussions may be conducted with citizens, customers.</p>

**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	Light	X	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Copier, fax machine, filing, customer service, opening/closing of reception area
Sitting	F	Computer, desk work, answering telephones, administration support
Walking	F	Inter-office, to/from various departments, deliveries, mail or memo distribution, security checks
Lifting	O	Office supplies, boxes, 5-gallon water dispenser, files, reports, books, manuals
Carrying	O	Office supplies, boxes, 5-gallon water dispenser, files, reports, books, manuals
Pushing/Pulling	O	File cabinet drawers
Reaching	F	Office supplies, boxes, 5-gallon water dispenser, files, reports, books, manuals
Handling	F	Reports, paperwork, files
Fine Dexterity	O	Computer keyboard, writing
Kneeling	O	When lifting boxes or water
Crouching	O	When lifting boxes or water
Crawling	N	
Bending	O	When lifting boxes or water
Twisting	N	
Climbing	R	Security checks
Balancing	R	Security checks
Vision	C	Computer, desk work, reading, writing, customer service, security checks, traffic direction
Hearing	C	Telephone, co-workers, supervisors, communication with various personnel, customers, security checks, traffic direction
Talking	C	Telephone, co-workers, supervisors, communication with various personnel, customers
Foot Controls	R	Driving/operating vehicles
Other (specify)	N	

**ENVIRONMENTAL FACTORS: MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Computer, laser or inkjet printer, copy machine, fax machine, telephone, Standard Windows and Office software, vehicles, radios, security cameras, intercoms, door card access system, alarm system, handcuffs, shackles, flashlights, Fire-Rescue related equipment, local, state, and federal computer systems.

D=Daily	W=Several Times Per Week	M=Several Times Per Month	S= Seasonally	N=Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	S
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	S
Explosives	M	Wetness/Humidity	M
Communicable Diseases	M	Darkness or Poor Lighting	M
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	X

- (1)
- (2) Some duties are also performed in vehicles and outdoor work locations.

**PROTECTIVE EQUIPMENT REQUIRED:**

Traffic Safety Vest, Safety Hat, Personal Protective Equipment as required for the assignment, Signal Device (handheld).

**NON-PHYSICAL DEMANDS:**

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NON-PHYSICAL DEMANDS	
Time Pressures	O
Emergency Situations	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	R
Other (see 3 below)	N

- (3)