Approved By Safety 8/24/2009 CO

POSITION TITLE: **PUBLIC SERVICE OFFICER 2**
CLASSIFICATION: Administration, courts, police
REPORTS TO: Major, Support Services
FLSA STATUS: Non-Exempt

SUMMARY:

This position will be cross-disciplinary in nature, and the ideal candidate will serve in multiple roles within our civilian work force in the event of personnel absences whether short or long term. This person will be trained to assist customers at the front desk much like our Public Service Officers and additionally serve as a data entry clerk to assist our court clerk and administrative secretary in their respective roles in the event of their absences. This position will at times, require the candidate's attendance in municipal court proceedings in the absence of the court clerk as well as the reporting of departmental data to the State of Tennessee as required by state statue in the absence of the administrative secretary. The responsibilities of this position will exceed those ordinarily performed by departmental Public Service Officers. This employee must be able to work with little supervision. The employee will operate standard office equipment, i.e., personal computers, adding machines, copiers, fax machines, telephone systems, receipt machines and other office equipment as needed.

ESSENTIAL EXAMPLES OF THE WORK:

- Interacts with the public and fellow employees daily;
- Assists customers needing reports;
- Receive and receipt monies;
- Balance cash drawer,
- Assist Court Clerk with input and filing of citations;
- Assist Court Clerk with Failure to Appear documentation;
- Provide necessary documentation for information requests;
- Answers telephone and takes messages;
- Provides general information such as telephone numbers, and directions;
- Performs general office duties.

ADDITIONAL EXAMPLES OF WORK PERFORMED

- Must be able to quickly learn and retain information.
- Must be a self-starter, maintain accuracy and pay particular attention to detail.
- Enter data into multiple software environments, i.e., court, RMS & state programs.
- May act in the roll of Court Clerk or provide assistance during the clerk's absence.
- Assume the duties of administrative secretary in the event of the secretary's absence.
- Any other duties as assigned by supervisor.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of proper telephone etiquette and procedures;
- Knowledge of good customer service skills and the ability to use the effectively;
- Knowledge of basic computer skills and modern office practices;
- Basic mathematical skills;
- Ability to use general office equipment such as copy machines, fax machines, computers, and other office equipment as needed;
- Ability to deal with difficult people;
- Ability to organize tasks and set priorities; and
- Ability to communicate effectively orally and in writing.

WORK ENVIRONMENT:

Work environment is generally agreeable with good working conditions. Work is conducted in a normal office setting. Noise level is low to moderate. Vision and hearing, normal or corrected sufficient to read, write, and safely operate equipment used in work; able to lift and carry up to 25 pounds, though greater weights may, at times be lifted, carried and/or placed; dexterity and fitness to grasp, bend, stoop, walk, and otherwise perform physical functions of the assignment.

TRAINING AND EXPERIENCE:

High School Diploma or GED. Prefer experience in customer service and/or receptionist functions with a strong background in data entry processes.

I acknowledge that I have read the foregoing and understand its content.

_____ _____

Signature Date