

FACILITY MONITOR GENERAL JOB DESCRIPTION

NATURE OF WORK:

This position provides the first-line non-emergency response to citizens requesting information or service(s) from the police department. Employees greet visitors to the police station, answer questions, and provide a variety of services to citizens and to sworn police officers. Facility monitors assist sworn members of the department in performing their tasks and assignments by relieving them of tasks not requiring a sworn officer; are responsible for monitoring prisoners in department lock-up; are responsible for monitoring a variety of Village cameras; use a variety of computerized systems to answer questions, provide information, and maintain records; provide support services to field units.

Employees must utilize excellent communication skills, written, verbal, and listening skills in order to determine the appropriate manner in which to respond to a call. Employees must possess excellent customer services skills and appropriate etiquette. This position works multiple shifts (mainly midnights, weekends, holiday), and may be subject to voluntary and mandatory overtime as determined by the supervisor.

PUBLIC CONTACT:

This position is consistently and continuously interacting with members of the public, sworn officers, other Village employees, and visitors to the police station. The employee also interacts with prisoners, persons detained, and other irate, emotional and irrational persons.

ESSENTIAL FUNCTIONS

(Specific assignment will include some or all of the following):

- Answers, screens, and routes walk-in inquiries.
- Receives complaints from public concerning crimes and police emergencies and relays them to appropriate entity.
- Identifies problem situations and utilizes different methods of problem solving.
- Solicits information to determine appropriate resources needed to respond to requests for service.
- Monitors prisoners via closed circuit television.
- Monitors various Village surveillance cameras via closed circuit television.
- Handles multiple tasks within appropriate time frames and operating procedures.
- Performs other duties as assigned.

MINIMUM REQUIREMENTS OF WORK:

- Must possess a High School Diploma, GED, or higher; some college education is preferred.
- Working knowledge of customer service principles and techniques.
- Ability to effectively communicate and calm irate citizens, while still obtaining the necessary information to solve problems, defuse emotional situations, respond appropriately to emergency/non-emergency requests and calls.
- Ability to read and comprehend manuals, general orders, laws, and legal documents.
- Ability to write reports and memos using proper format, punctuation, spelling and grammar, using all parts of speech in a manner understandable to the receiver.
- Ability to communicate in Spanish would be helpful.
- Knowledge and use of computer systems, and ability to be trained in department-specific software and hardware.
- Ability to coordinate information from a variety of sources, compile into appropriate format; interpret according to policies, practices and procedures.
- Ability to work effectively with employees at all levels within the organization; ability to identify problems and best possible resolutions to problems.
- Knowledge of radio procedures and rules.
- Knowledge of Village departments and their responsibilities.
- Knowledge of geographic features and streets within the service area.
- Knowledge of office procedures and practices.
- Ability to exercise good judgment and make sound decisions.
- Ability to understand and follow oral and written instructions.
- Ability to work on various tasks simultaneously.
- Ability to work various shifts as assigned.
- Ability to become LEADS certified.
- Ability to not share sensitive or confidential information.

NECESSARY SPECIAL REQUIREMENTS:

Chosen candidates will be required to provide proof of licenses, certifications, and education required for this position. Candidates will also be subject to qualifying pre-employment processes, including medical examination, drug/alcohol screen, employment verification, and criminal background check.

SUPERVISION:

Work is performed under the general direction of a supervisor. The employee is responsible for completing work according to Departmental and Village work rules and safety regulations. Work is reviewed through ongoing observation, written and verbal communications, meetings and feedback from the supervisor and from other department employees. Guidance is provided through rules and regulations, and policies and procedures. Additional guidance is provided through state statutes, Village ordinances and standard operating procedures. Work is evaluated at least annually for quality of tasks, adherence to work rules, and performance in accordance with classification standard.