

TOWN OF ESTES PARK
FRONT WINDOW/CUSTOMER SERVICE VOLUNTEER

DESCRIPTION OF WORK

General Statement of Duties:

Provides the public with general information and assistance with regard to questions concerning the community of Estes Park, municipal layout and the Estes Park Police Department. The volunteer will be responsible for connecting the public with the appropriate resource—employees within the department, such as police, dispatch, records or others outside the department when appropriate.

Supervision Received:

Works under the immediate supervision of the Community Services Manager, outside of other volunteer teams. In the absence of the Community Services Manager, volunteer may ask other employees and volunteers for assistance as needed.

Supervision Exercised:

None.

ESSENTIAL FUNCTIONS OF THE JOB: The following are essential functions of the job; the duties listed are not intended to be an exhaustive list of responsibilities or qualifications with the job. As volunteers, the Auxiliary Members will need the ability to discern and perform other duties as requested and as program design and changes dictate, and as their willingness allows.

1. **Training:** Receives training as follows:
 - A. Applicable community information, location of resources, and resource manual. Maps and community/building layout.
 - B. Town and departmental policies and procedures, as it relates to Front Window/Receptionist responsibilities.
 - C. Location and information regarding various forms that are frequently requested.
 - D. Receipt and accounting information required to collect fees for PBTs and Records requests.
 - E. Use of copy machine, phone, and other office equipment as needed.
 - F. Roles within the police department in order to identify employees/volunteers to be of further assistance to the public request.
 - G. Use and distribution of appropriate forms as they relate to needs of the public.
 - H. Lost and found property reports procedures and documentation.
 - I. How to ask and record vital information that will be requested by dispatch and/or police officers.
 - J. PBT (Personal Breath Tests) administration and payment procedures.
 - K. Records requests information and payment procedures.
 - L. Animal issues and response mechanisms.
 - M. Citations in order to explain/answer simple questions.
 - N. Driver's license information.

2. **Job Duties:** Performs duties as follows:
 - A. Remains friendly and positive while providing basic information to the public.
 - B. Diligently and benevolently explores resource options for individuals who come to the window in need.
 - C. Identifies the proper employee or volunteer to be of further service and follows through with alerting that individual to need and connecting the public.
 - D. Understands forms and location in order to provide them when needed.
 - E. Completes lost and found property reports as requested.
 - F. Receive payment for PBTs and notify necessary personnel to perform them.

MINIMUM QUALIFICATIONS

Required Knowledge, Skill, and Ability:

1. Effective communication skills in both written and verbal forms in English.
2. Good standing in community, that which does not bring discredit to the Estes Park Police Department or the Town of Estes Park.
3. Maintain positive working relationships with other volunteers and employees for the Estes Park Police Department and Town of Estes Park so that there will be no hindrance in accomplishing work goals.
4. Ability to work effectively with widely diverse groups and individuals.
5. Effective public speaking skills and abilities.
6. Maintain phone and email capabilities for communication with other volunteers and Community Services Manager.
7. High level and demonstration of trustworthiness to access police building.
8. Ability to work effectively with public and community professionals.
9. Possess ability to multi-task, converse appropriately on the phone and in person, while demonstrating flexibility and orderliness.
10. Remain focused and specific as to role within the department, providing as little distraction as possible in the crowded work environment.

Special Requirements

1. Be at least 21 years old.
2. Satisfactorily complete background investigation, ultimately determined by Chief of Police.
3. No felony convictions and no outstanding warrants.
4. Have an acceptable record as it relates to overall criminal and community involvement that would promote acceptance by unit, employees, and community.
5. Successfully complete admission interview and be chosen to serve by the panel and ultimately the Chief of Police.
6. Must sign and comply with confidentiality statement.

I understand the description of this job and the essential functions, as given above. I also understand that all of the duties are not described above and that I will perform those above and all other assigned duties as directed as long as they fit within my general commitment and function within the Estes Park Police Department.

Signature: _____

Printed Name: _____

Date: _____