

Job Descriptions:

LOBBY GREETER VOLUNTEER JOB DESCRIPTION



POSITION: Lobby Greeter

RESPONSIBLE TO: Records Manager

LOCATION: Pueblo Police Department Lobby

GENERAL DESCRIPTION: To answer phones and direct callers to appropriate staff. To assist Records Personnel in duties including but not limited to filing, data entry, and scanning. To assist citizens who want to file a cold report by using the lobby kiosks.

RESPONSIBILITIES:

1. Assist Records Personnel with filing.
2. Direct phone calls to appropriate staff.
3. Variety of Data Entry.
4. Scanning various materials into computer.
5. Verifying data through computer.
6. Help citizens use the lobby kiosks to file cold police reports.

TIME REQUIRED:

- Variable number of hours between 7 a.m. to 7 p.m. Monday through Friday. (Prefer 3 to 4 hour shift.)

TRAINING:

- Short classroom training, then on-the-job training with Records Supervisor or designee.

QUALIFICATIONS:

- Good customer service skills
- Ability to effectively deal with difficult individuals
- Ability to deal with a diverse clientele
- Ability to sit/stand for hours assigned
- Ability to read/verify paperwork
- Detail oriented
- Good penmanship
- Ability to conduct oneself in professional manner at all times under all circumstances

BENEFITS:

- Interaction with the public
- Knowledge of Police Records operations
- Knowledge of police procedure
- Civic engagement
- Satisfaction of being of service to the community of Pueblo