



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
POLICE AIDE
POLICE DEPARTMENT

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position provides support to sworn personnel that will allow them to conduct law enforcement functions, as well as perform a variety of public assistance, public information, and departmental support. Reports to a Patrol Sergeant.

ESSENTIAL JOB FUNCTIONS

Inventories, processes, tickets, and coordinates towing of disabled and abandoned vehicles and other traffic hazards; maintains radio contact with officers relaying messages and warrants; provides police escorts for funeral processions and wide loads; provides traffic direction control for schools, churches, accidents and special events; and testifies in court.

Transports vehicles for maintenance and repairs; provides checkpoint support to include setup and breakdown of staging area and coordinates towing of vehicles; responds to "no trespassing" requests by citizens; places the speed trailer at various sites and maintains speed log book and downloads information for officers; and writes parking tickets.

Performs administrative duties to include mail runs, transporting paperwork, taking offense reports, relaying messages and warrants; provides assistance for IBR (Incident Based Reports) and pawn shop entries; process Department of Motor Vehicles (DMV), Virginia Crime Information Network (VCIN), National Crime Information Center (NCIC) checks; receives money for fees for garage sales and fingerprints; makes deposit to Treasurer's Office; and uses P-Card for purchasing equipment/supplies.

May assist with training Police Cadets

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Law Enforcement – Knowledge of laws, legal codes, court procedures, precedents, government regulations, and the democratic political process.

- Geography – Knowledge of jurisdictional boundaries, thoroughfares, landmarks, public buildings, waterways; and the resources available to determine the location of incidents in the City of Newport News and surrounding jurisdictions.
- Accounting - Knowledge of general accounting principles, financial computations, statistical analysis and forecasting techniques. Knowledge of basic budgeting principles and practices.
- Safety and Security – Knowledge of common safety rules, regulations, procedures and practices to include effective restraint techniques, basic first aid and CPR.
- Customer Service – Thorough knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services and evaluation of customer satisfaction.

REQUIRED SKILLS

- Decision Making – Evaluates and responds quickly to situations in a firm and tactful manner. Diffuses emotional situations and offers solutions. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations. Shares knowledge with staff for mutual and departmental benefit.

REQUIRED ABILITIES

- Communication – Ability to communicate ideas effectively, including the preparation of reports and logs. Ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy in a confidential manner.
- Time Management - Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.
- Financial Management – Ability to perform arithmetic applications to perform purchasing and financial transactions.

EDUCATION AND EXPERIENCE

Requires a minimum of a high school diploma with prior public information preferred.

ADDITIONAL REQUIREMENTS

Requires a comprehensive background investigation to include a local, state and federal criminal history check; sex offender registry and credit check.

This position requires satisfactory results from a medical, psychological, audio evaluation and pre-employment substance abuse testing and is subject to random alcohol and controlled substance testing.

Required to obtain and maintain Level A VCIN/NCIC Operator certification as a condition of employment.

Requires the ability to be designated as a Special Conservator of the Peace.

A valid driver's license with an acceptable driving record.

PHYSICAL REQUIREMENTS

- Tasks require the ability to exert very moderate physical effort in light work.
- Some combination of stooping, kneeling, crouching and crawling.
- Some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (10-20 pounds).

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odors, depth, textures, and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, weather, fumes, smoke, temperature and noise extremes, hazardous materials, fire, traffic hazards, toxic agents, explosives, firearms, violence, disease or rude/irate persons.