



Lunenburg Police Department

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| Policy Number: 4.30 | Subject: Desk Officer |
| Issue Date: 06/13/2013 Revision Date: 10/23/2021 Effective Date: 06/13/2013 | Massachusetts Police Accreditation Standards Referenced: N/A |
| Issuing Authority: <i>Chief Thomas L. Gammel</i> | |

I. PURPOSE

Clarifies the role of the Desk Officer

II. CROSS REFERENCE

Prisoner Watch Officer Policy

III. DISCUSSION

Under supervision, the Desk Officer will provide communication and support services to the police and fire departments, perform a broad range of public safety related work; works within major areas of the Police Department including the lock-up, Communication Center/front lobby reception area; processing prisoners and maintains lock-up security; operates a variety of equipment, including Police/Fire radios, police vehicles, computers; receives and relays business calls, information, and messages as well as performs clerical work related to police operations and other duties as required.

The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

IV. ESSENTIAL DUTIES

- A. Responsible for the security of the Public Safety Building.
- B. Receives the Public and answers complaints and inquiries or routes to proper police/fire personnel for assistance
- C. Receives and evaluates requests for police/fire service by telephone or in person.

- D. Assists with Prisoner processing, and provides related documents, e.g. arrest warrants, BOP's, Q5, and RMV, whenever necessary.
- E. Conducts Prisoner suicide checks every 20 minutes to ensure the health and safety of the detainees.
- F. Administers First Aid to prisoners as needed.
- G. Assists with the release of prisoners as authorized by law.
- H. Operates communications center equipment including Police/Fire radio, computer and any other equipment necessary in the dispatching of police officers or fire fighters to calls for service in the field.
- I. Performs clerical work related to police operations.
- J. Pistol Permit processing.
- K. Issuing and logging burning permits.

V. MINIMUM SPECIAL REQUIREMENTS

- A. Must have completed the 242 hour Reserve Intermittent Police Training.
- B. Must be a sworn officer who possesses powers of arrest.
- C. Suicide Prevention certified and possesses all of the training required by Section 72.1.1 of the *Lunenburg Police Holding Facility Policy 3.02*.
- D. Must possess and maintain a valid CPR and First Aid certificate
- E. Must possess and maintain a valid Massachusetts driver's license.
- F. Must be DCJIS certified.
- G. Must possess basic computer skills.
- H. Ability To:
 - 1. Operate Computer and perform data processing input to police computer records management system and acquire all necessary training to stay current with technology changes.
 - 2. Effectively perform, at a minimum, all Police Desk Officer Duties.
 - 3. Communicate effectively both orally and in writing.
 - 4. Learn and interpret rules and regulations.
 - 5. Follow the chain of command.
 - 6. Deal tactfully and effectively with the public under a wide variety of stressful and non-stressful situations.
 - 7. Cope with emergencies, transcribe or compose clear and accurate reports.
 - 8. Maintain effective working relationships with others.
- I. Other Requirements:
 - 1. Desk Officers must report for duty in full Patrol Uniform. (The uniform will conform to department policy).
 - 2. Write Narrative Reports e.g., (incident reports, intelligence reports), received in the lobby or otherwise, whenever immediate follow-up is un-necessary, the incident is minor in nature, or a patrol officer is unavailable to respond to the lobby, (providing complete, accurate and consistent information).
 - 3. Summarize in writing the statements of witnesses and complainants.
 - 4. Fill in forms requiring specific information accurately and completely.
 - 5. Document incoming communications (e.g., requests for information, training) and communicate that information to other personnel as necessary.

6. Maintain logs (written or computerized) of activities occurring during the shift (e.g., lobby complaints, telephone calls, visitor log, and other significant incidents.)

J. Internal and External Communications:

1. Notify Regional Dispatcher of conditions that may affect or are affecting operations as required by departmental procedures, (e.g., locking the front door, employee attendance).
2. Communicate with other Department personnel informally to address problems and discuss and exchange information, (e.g., intelligence).
3. Monitor and respond to routine communications, (e.g., phone, Police/Fire radio).
4. Consult with superior to provide/receive assistance with assigned operation