

HEADQUARTERS FRONT DESK

SPECIFIC DUTIES AND RESPONSIBILITIES:

The duties of the Volunteer may include, but are not necessarily limited to:

1. Provide customer service to incoming citizens.
2. Handle general public inquiries.
3. Process firearms registrations, taxi permits, etc
4. Answer phones.
5. Other duties as assigned.

QUALIFICATIONS:

The criteria for selection as a Volunteer is as follows:

- A. Must be 19 years of age or older, a U.S. citizen and pass a criminal history check.
- B. Must serve without pay or reimbursement for expenses.
- C. Must successfully complete on-the-job training as required by the Omaha Police Department.
- D. Must have a completed volunteer application on file.
- E. Must have friendly demeanor with willingness to help the public and co-workers.
- F. Must have good interpersonal skills and comfortable communicating with others.

TRAINING:

On-the-job training will expose the volunteer to topics such as human relations and communication, courtesy, and assorted policies and procedures required for the successful operation of this program.

DUTY UNIFORMS:

Volunteers shall dress appropriately and will prominently display their approved, laminated, photo identification card whenever they are on duty.

DUTY HOURS:

- A. Duty hours are limited to between the hours of 0700 to 2200, Monday-Friday, however, volunteer support during the hours of 1100 to 1700 are preferred. Weekend hours may be coordinated with the Sergeant on duty.
- B. Volunteers may work no more than seven (7) hours per day. There is no minimum requirement per day or week for volunteer participation.
- C. Volunteers must maintain an hourly log.