

# Appleton Police Department

## Position Descriptions

Program Coordinator  
Computer Specialist for Resource Development Unit  
Database Entry-Citizen Survey  
Database Entry-Field Interviews/Crime Data  
Display Support Assistant  
Duplication Specialist  
File Assistant  
Grounds Keeper  
Horticulturist  
Information Access Specialist  
Neighborhood Watch Assistant  
Neighborhood Watch Newsletter Editor  
Property Processing Specialist  
Recruitment Specialist

<b>Program Coordinator Position (Director of Volunteer Services)</b>	
Time Commitment	20 hours per week
Position Summary	Coordinates the recruitment, selection, and assignment of other volunteers within the Appleton Police Department
Need for Position	While working directly with internal staff members, coordinate most of the administrative tasks related to the V.I.P. program
Special Skill Needs	Should have prior experience in supervision and/or management of people. Ability to handle multiple tasks. Highly developed skills in problem resolution. Adaptable to change. Basic computer skills.
Public Contact	Extensive contact with general public, extensive internal contact.
Position Structure	Volunteer can work some hours at their convenience, but will also need to have specific office hours.
Access	Limited Record Authority for Confidentiality Access. Key and ID Card for Building Access.
Job Overview	<p>Become familiar with the police department's mission, goals, and needs. Understand that their responsibility is supporting the agency's vision through the use of volunteers.</p> <p>Work directly with APD staff members that supervise volunteers on meeting expectations and ensuring the right job/volunteer "fit."</p> <p>Provide continuous communication to volunteers and to department on program issues, progress, and future.</p> <p>Establish systems that support the work of volunteers through whole-organization integration.</p> <p>Assist in determining appropriate work for volunteers</p> <p>Organize recruitment efforts (public notices, media contacts, meetings, presentations)</p> <p>In coordination with APD staff members, process volunteer applications.</p> <p>Conduct one-on-one interviews and determine most appropriate placement</p> <p>Periodically reassess on-going volunteer positions.</p> <p>Support the work efforts and contributions of volunteers at all levels of the organization.</p> <p>Organize constant, varied, and appropriate recognition (saying "thank you") of volunteer efforts. Arrange a formal, annual acknowledgment of volunteer work.</p> <p>Establish methods of tracking volunteer hours and contributions.</p> <p>Coordinate periodic performance assessments of volunteers by staff members.</p> <p>Demonstrate fairness, principled values, and strong ethics in decision making.</p> <p>Work to establish healthy partnerships with all personnel involved in the V.I.P. program. Create, strengthen, and support all connections between people and needs.</p> <p>May utilize co-coordinator to assist in meeting program needs.</p>
Job Duties	<p>Timekeeping</p> <p>Preparation of monthly, quarterly, and annual reports</p> <p>Orientation of new volunteers</p> <p>Scheduling of volunteer work</p> <p>Follow-up on volunteer evaluations</p> <p>Follow-up on absent, tardy, and sub-par volunteers</p> <p>Conduct volunteer meetings</p> <p>Coordinate periodic and annual recognition events</p>

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<b>Database Entry--(Citizen Survey)</b>	
Time Commitment	Limited term assignment. Approximately 20 hours.
Position Summary	Sorting and transferring data from citizen surveys to appropriate computer database program. Assisting with preparation of final reports (copying, binding, and distributing).
Need for Position	Annually, the APD mails out over 2,000 citizen surveys to community residents. Surveys are mailed back and assistance is needed in processing the raw information into useful reports.
Special Skill Needs	Basic computer skills, math skills, data entry, and typing. Applicant must be organized and pay attention to detail. Training will be provided on use of database.
Physical Requirements	Sedentary desk work.
Public Contact	No contact with general public, limited internal contact.
Position Structure	Initially, volunteer's schedule can be flexible within 8:00 a.m. to 4:00 p.m. Monday through Friday. After orientation, hours can be more flexible.
Access	Limited Record Authority for Confidentiality Access. ID Card for Building Access.
Unit Assignment	Crime Analysis Unit (Off. Krsnich)

<b>Database Entry--Field Interviews/Crime Data</b>	
Time Commitment	Initially, 20 hours needed to update file 3-4 hours per week to maintain file. Position can be shared.
Position Summary	Enter basic information from officer's field interview cards into a computer database program. After advanced familiarization, volunteer may become involved in crime forecasting and analysis work.
Need for Position	Department handles over 500 field interview cards per year. Assistance is needed for processing raw information into usable records.
Special Skill Needs	Basic computer skills. Applicant must be organized, thorough, and pay attention to detail. Training will be provided on use of database.
Physical Requirements	Sedentary desk work.
Public Contact	No contact with general public, limited internal contact.
Position Structure	Initially, volunteer's schedule can be flexible within 8:00 a.m. to 4:00 p.m. Monday through Friday. After orientation, hours can be more flexible.
Access	Limited Record Authority for Confidentiality Access. ID Card for Building Access.
Unit Assignment	Crime Analysis Unit (Off. Krsnich)

<b>Display Support Assistant</b>	
Time Commitment	1-2 hours per month. Position can be shared.
Position Summary	Volunteer will organized and maintain month displays in police department lobby for public viewing. Volunteer will receive guidance from the community support officer. Department will provide the materials.
Need for Position	Department has a lobby display case that is seen by hundreds of citizens each month. It provides an opportunity to educate and inform citizens about department activities and community needs.
Special Skill Needs	Applicant should have good communication skills and able creative in designing display themes.
Physical Requirements	Limited physical work.
Public Contact	Limited contact with general public, limited internal contact.
Position Structure	Volunteer's schedule can be very flexible.
Access	No Record Authority for Confidentiality Access. ID Card for Building Access.
Unit Assignment	Community Support Section (Off. DeLong)

<b>Duplication Specialist</b>	
Time Commitment	3-5 hours per week (2-3 times per week). Position may be shared with others.
Position Summary	Operate copy machine and duplicator. Reproduce forms and materials. Assist with assembly of reports (copying, binding, and distributing).
Need for Position	The APD requires a significant number of forms and reports be prepared for both internal and external use. Volunteer assistance is needed in reproducing necessary documents.
Special Skill Needs	Ability to operate office machines. Volunteer should be able to resolve minor malfunctions and assist with machine support (clearing jams, creating masters, supplying paper). Ability to follow written directions.
Physical Requirements	Lifting of paper supplies and controlling machine functions.
Public Contact	No contact with general public, limited internal contact.
Position Structure	Initially, volunteer's schedule can be flexible within 8:00 a.m. to 4:00 p.m. Monday through Friday. After orientation, hours can be more flexible.
Access	No Records Authority for Confidentiality Access. ID Card for Building Access.
Unit Assignment	Information Resources Unit (Supv. Pam Holdorf)

<b>File Aide</b>	
Time Commitment	10-15 hours per week (3-5 times per week). Position may be shared with others.
Position Summary	File offense reports, photographs, traffic citations, city summonses, and miscellaneous other documents.
Need for Position	The APD handles over 60,000 forms and reports each year. Forms are added to or removed from storage files daily. Volunteer assistance is needed in ensuring that documents are manually placed into storage files.
Special Skill Needs	Ability to accurately file documents in alphabetical and numerical sequence. Ability to understand and follow written directions.
Physical Requirements	Lifting of forms and documents. Some storage files may be at six foot heights. Appropriate ladders and stools provided.
Public Contact	No contact with general public, limited internal contact.
Position Structure	Initially, volunteer's schedule can be flexible within 8:00 a.m. to 4:00 p.m. Monday through Friday. After orientation, hours can be more flexible.
Access	Full Records Authority for Confidentiality Access. ID Card for Building Access.
Unit Assignment	Information Resource Unit (Supv. Pam Holdorf)

<b>Grounds Keeper</b>	
Time Commitment	8-16 hours per week (2-3 times per week).
Position Summary	Spring through Fall, cut grass, trim and maintain shrubs, and perform other light maintenance duties.
Need for Position	The APD utilized the services of the Park's Department for most day-to-day grass cutting and snow removal responsibilities. Additional volunteer assistance is needed for keeping the grounds around the building in a very presentable manner.
Special Skill Needs	Ability to maintain shrubs, grass, and other outdoor plants. Ability to operate light equipment generally used for grounds maintenance (lawn mower, hedge trimmers, hand tools, etc.).
Physical Requirements	Carrying maintenance materials and equipment. Performing maintenance duties. Moving around the building to perform duties. Appropriate equipment and tools provided.
Public Contact	Limited contact with general public, limited internal contact.
Position Structure	Volunteer's schedule can be flexible.
Access	No Records Authority for Confidentiality Access. ID Card for Building Access.
Unit Assignment	Information Resource Unit (Supv. Pam Holdorf)

<b>Horticulturist</b>	
Time Commitment	5 hours per week (1-2 times per week).
Position Summary	Water, fertilize, prune, and purchase plants for the police building.
Need for Position	The APD has many live plants throughout the building. Volunteer assistance is needed for keeping plants healthy and growing.
Special Skill Needs	Ability to make plants grow and to maintain plant's condition. Knowledge of the best type of plants for building conditions.
Physical Requirements	Carrying plant maintenance materials. Moving through the building to perform duties. Appropriate equipment and stools provided.
Public Contact	No contact with general public, limited internal contact.
Position Structure	Initially, volunteer's schedule can be flexible within 8:00 a.m. to 4:00 p.m. Monday through Friday. After orientation, hours can be more flexible.
Access	No Records Authority for Confidentiality Access. ID Card for Building Access.
Unit Assignment	Information Resource Unit (Supv. Pam Holdorf)

<b>Information Access Specialist</b>	
Time Commitment	Approximately 10-20 hours per week.
Position Summary	Sorting and transferring collected information from a variety of sources to an appropriate computer database program.
Need for Position	The APD receives a multitude of information from many different sources. Raw information (reports, newspaper articles, magazines, queries, etc.) has to be processed and scanned. Assistance is needed in processing the raw information into useful reports.
Special Skill Needs	Basic computer skills, data entry, and typing. Applicant must be organized and pay attention to detail. Training will be provided on use of scanning equipment and database familiarity.
Physical Requirements	Sedentary desk work.
Public Contact	No contact with general public, limited internal contact.
Position Structure	Initially, volunteer's schedule can be flexible within 8:00 a.m. to 4:00 p.m. Monday through Friday. After orientation, hours can be more flexible.
Access	Limited Record Authority for Confidentiality Access. ID Card for Building Access.
Unit Assignment	Crime Analysis Unit (Off. Krsnich)

**Neighborhood Sub-Station Assistant  
Cop Shop in the Northland Mall**

Time Commitment	2-20 hours per week. Position will be shared with other volunteers.
Position Summary	Volunteer will assist in supporting effective interaction between police and citizens at formal sites outside the Police Department. Volunteer will receive assistance from district officers, community liaison officers, and community support officer.
Need for Position	Department has established sub-stations in various neighborhoods of the city. As part of our agency's commitment to maintain effective communications with all citizens, the volunteer will assist those functions which aid local activities that support citizen interaction with our department.
Special Skill Needs	Applicant must have good communications skills, including telephone dialogue. Must have ability to interact well with others. Excellent problem solving ability when responding to citizen requests and questions. Ability to utilize available training to upgrade interactive skills.
Physical Requirements	Sedentary desk work.
Public Contact	Significant contact with general public, significant internal contact with officers and other staff members.
Position Structure	Volunteer's schedule can be flexible. Sub-station may be open between hours of 10:00 a.m. to 9:00 p.m. Monday through Sunday.
Access	No Record Authority for Confidentiality Access. ID Card for Building Access.
Unit Assignment	Community Support Section (Off. DeLong) and District Community Liaison Officer (Off. DeWall)

<b>Neighborhood Watch Assistant</b>	
Time Commitment	2-4 hours per week. Position can be shared.
Position Summary	Volunteer will assist in coordinating Neighborhood Watch groups within the city. Volunteer will support interaction between police and citizens and receive assistance from district officers, community liaison officers, and community support officer.
Need for Position	Department has over 100 Neighborhood Watch groups within the City. It is vital that our agency maintains effective communications with each group. Neighborhood Watch is dependent on having local activities that support neighbor interaction.
Special Skill Needs	Applicant must have good communication skills. Ability to interact well with others. Training will be provided on the mission, purpose, and support of the Neighborhood Watch program.
Physical Requirements	Sedentary desk work as well as participation in meetings. Some work could be completed outside of the department.
Public Contact	Significant contact with general public, significant internal contact.
Position Structure	Volunteer's schedule can be very flexible between hours of 7:00 a.m. to 3:00 p.m. Monday through Friday.
Access	No Record Authority for Confidentiality Access. ID Card for Building Access.
Unit Assignment	Community Support Section (Off. DeLong)

<b>Neighborhood Watch Newsletter Editor</b>	
Time Commitment	6-8 hours per month. Position can be shared.
Position Summary	Volunteer will organize and publish a quarterly newsletter that can be distributed to Neighborhood Watch groups within the city. Volunteer will receive assistance from district officers, crime analyst, community liaison officers, and community support officer. Department will provide computer assistance.
Need for Position	Department has over 100 Neighborhood Watch groups within the City. It is vital that our agency maintains effective communications with each group in order to support their local efforts in the neighborhood.
Special Skill Needs	Minimal computer skills. Applicant must be organized, able to meet deadlines, and be a self-starter with good writing skills. Ability to interact well with others. Training can be provided on Neighborhood Watch program.
Physical Requirements	Sedentary desk work. Some work could be completed outside of the department.
Public Contact	Limited contact with general public, significant internal contact.
Position Structure	Volunteer's schedule can be very flexible.
Access	No Record Authority for Confidentiality Access. ID Card for Building Access.
Unit Assignment	Community Support Section (Off. DeLong)



<b>Property Processing Specialist</b>	
Time Commitment	6-8 hours per week (Winter)/12-15 hours per week (Summer). Position can be shared.
Position Summary	Process and return found and stolen property received by the department. Research computer files for matching records and return items to rightful owners. Dispose of property for which ownership cannot be established.
Need for Position	Department receives 450 bicycles per year and 400 pieces of other property. Assigned staff in Identification Section do not have adequate available time to handle property in a timely manner.
Special Skill Needs	Minimal computer skills. Applicant must be highly organized, thorough, and meticulous due to record keeping requirements.
Physical Requirements	Specialist needs to be able to lift bicycles in order to check identification numbers and to place property and bikes on overhead racks.
Public Contact	Significant contact with general public, limited internal contact.
Position Structure	Volunteer's schedule can be flexible within 8:00 a.m. to 4:00 p.m. Monday through Friday time frame.
Access	Limited Record Authority for Confidentiality Access. Key and ID Card for Building Access.
Unit Assignment	ISU Identification Section (????)

<b>Recruitment Specialist</b>	
Time Commitment	Approximately 3-10 hours per week. Position may be shared.
Position Summary	Contact community groups and individuals. Make presentations about the V.I.P. program, which would encourage participation. Provide information and forms on the V.I.P. program. Solicit ideas for change or improvement.
Need for Position	In order to facilitate the V.I.P. program, direct contact is necessary with groups and individuals who could be a valuable asset. The volunteer would be critical in providing necessary information about current available jobs and solicit input on other potential jobs.
Special Skill Needs	Applicant should have a strong interest in volunteerism and demonstrate commitment to V.I.P. project. Should be prepared to make formal presentations as well as informal contacts. Should be organized. Training will be provided on program goals and changes.
Physical Requirements	Presentations to groups.
Public Contact	Extensive contact with general public, limited internal contact.
Position Structure	Volunteer's schedule will be very flexible depending on the availability of groups and requests for presentations.
Access	No Record Authority for Confidentiality Access. ID Card for Building Access.
Unit Assignment	Community Support Officer (Off. DeLong)

<b>Resource Development Unit Computer Specialist</b>	
Time Commitment	8-12 hours per week.
Position Summary	Maintain and update the APD's website. Assist the department's network administrator in choosing and utilizing Internet software.
Need for Position	The APD is establishing an Internet computer link in order to communicate more effectively with all community citizens. This position is needed to administer the necessary computer software.
Special Skill Needs	Skills in problem resolution. Significant computer skills including knowledge of WWW and HTML protocols.
Physical Requirements	Sedentary desk work.
Public Contact	No contact with the general public, limited internal contact.
Position Structure	Volunteer can work most hours at their convenience. Due to nature of position, volunteer may be able to accomplish tasks from their home.
Access	Limited Record Authority for Confidentiality Access. Key and ID Card for Building Access.
Unit Assignment	Resource Development Unit (Sgt. Misselt)