

## Fargo Police Department Volunteer Program Front Desk Training

**Primary Duties:** Phone Customer Service  
Personal Customer Service - Lobby Area

### Phone:

1. Greetings
2. Phone Features
3. Police Phone List
4. City Directory
5. Web Page Information
6. Addresses and Directions
7. Police Titles and Duties

### Lobby Assistance:

1. AS400 System + *RVI System*
2. Forms
3. Copy Machine
4. Fax *Machine*
5. Fingerprinting Equipment
6. Camera Equipment
7. Cash Payment Register

Minimum requirements:

1. Attend 2 hour front desk orientation
2. "Shadow" front desk personnel for a minimum of 6 hours.