



Precinct Desk Officer I #01622

City of Virginia Beach – Job Description

Date of Last Revision: December 3, 2025

FLSA Status: Non-Exempt

Pay Plan: General

Grade: G18

City of Virginia Beach Organizational Mission and Values

The City of Virginia Beach exists to enhance the economic, educational, social, and physical quality of the community and provide sustainable municipal services which are valued by its citizens.

The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Serve as initial contact for the public at the precinct office; process prisoners and their property incidental to arrest and perform administrative, security, and computerized tasks in the disposition of precinct functions.

Representative Work Functions and Responsibilities

- Receive and distribute messages to precinct administrators and subordinate personnel to maximize information flow.
- Maintain precinct warrants, officer subpoena logs, found/recovered property logs to determine current disposition.
- Photograph and fingerprint prisoners to process them following arrest.

- Retrieve information from local, state, and national computer files to determine suspect's prior criminal record or to determine if there are outstanding warrants.
- Enter summons data and booking information to update existing computer system data files.
- Process/prepare voucher for property turned in by citizens.
- Provide basic information to citizens regarding City government and services.
- Monitor security cameras and the security panel to control the flow of individuals in/out/within the precinct.
- Perform other job duties requiring skills, knowledge, and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on the current workloads and department needs.

Performance Standards

- Accurately communicate requested information to citizens, other employees and officials in accordance with the City's quality service initiatives.
- Commit few errors when making computer system inquiry or entry.
- Strive to present favorable image of department.
- Photographs and fingerprints are processed without smudges or defects.
- Maintain prisoner security without outside assistance.
- Provide assistance to co-workers upon request.
- Report building security violations and/or unusual circumstances.
- Promote teamwork by sharing information useful to achieving desired results at the front desk and within the precinct.
- Consistently demonstrate commitment to both City and departmental mission and values.

Minimum Qualifications

- High school or GED plus six (6) months of clerical experience; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
- Must have a current and valid driver's license.

Special Requirements

- The Virginia Crime Information Network (VCIN) system is administered by the Virginia State Police. In order to qualify for VCIN certification, the State Police require that employees must be U.S. citizens or be a lawful resident of the United States and eligible for naturalization.

- Must be able to work rotating shifts (days/evenings/midnights) including weekends and holidays and be available to work overtime when required to meet operational needs.
- Must be able to work rotating precinct assignments.
- In addition to the regular rotation of shift and precinct assignments, additional changes may be necessary to meet coverage requirements and operational needs. Every effort will be made to provide reasonable notice of these changes.
- This position may require that incumbents wear and maintain appropriate personal protective equipment such as, but not limited to, steel toed shoes, safety glasses, gloves, or other designated safety attire and equipment in designated areas of risk. Specific requirements will be determined and communicated by the employee's supervisor based on position assigned.
- Positions within this class have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City's operational status.

Working Conditions

Working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level both internally and externally with all posted open positions.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

DISCLAIMER:

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.