



Public Safety Data Services Assistant I #00369

City of Virginia Beach – Job Description

Date of Last Revision: December 3, 2025

FLSA Status: Non-Exempt

Pay Plan: General

Grade: G15

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

Perform a variety of tasks in support of law enforcement and criminal justice functions in accordance with Departmental Policy, local, state, and federal regulations. Daily activities include: Data entry; Information retrieval; Management of Criminal Records; Management at all levels of Police Record Management Systems; Management of VCIN/NCIC, Warrants, Protective Orders, and other legal documents; Perform a variety of Clerical support functions that may include filing, answering phones, collecting monies, fingerprinting, and preparing reports. Note: This classification is utilized within two work groups: All sections of the Support/Services Unit of the Police Department and the Sheriff's Department Operations Division.

Representative Work Functions and Responsibilities

- Provide data entry, search, and retrieval of information into the Virginia Criminal Information Network (VCIN), National Criminal Information Center (NCIC) and the police records management system as well as other state and federal criminal justice databases in accordance with established regulations.
- Ensure computer terminals are secure from unauthorized users.
- Receive, organize, research, prepare, and disseminate information, inquiries, reports, applications, forms, permits, etc. ensuring that appropriate deadline requirements are met and all within Local, State, and Federal standards.
- Maintain cross referenced electronic and/or paper files.
- Provide clerical assistance and administrative support.
- 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

- Demonstrate proficient knowledge to maintain various law enforcement databases in accordance with local, state, and federal regulations, accurately complete data entry in a timely manner.
- Demonstrate quality customer service; communicate in a clear and courteous manner; evaluate the accuracy and validity of documents based on the required elements for entry.
- Seek guidance appropriately in handling unusual or complex transactions.

Minimum Qualifications

- High school or GED plus six (6) months' experience in fields performing administrative and/or clerical functions; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.
- The appropriate certification (level "A" or level "B") as an VCIN/NCIC operator must be obtained within six (6) months of employment and maintained continuously throughout the course of employment in this classification.

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 must have lawfully resided in the U.S. for a ten year period.

- All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.
- Personnel assigned to the Police Support Services must be able to work rotating shifts in a 24/7 environment (days/evenings/midnights) including weekends and holidays and be available to work overtime when required to meet operational needs.
- Other positions within this classification may also be required work rotating shifts in a 24/7 environment (days/evenings/midnights) including weekends and holidays and be available to work overtime when required to meet operational needs.
- Employees assigned to these positions are paid shift differential pay per City policy.

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.