



## **Public Safety Data Services Assistant II #00371**

### **City of Virginia Beach – Job Description**

Date of Last Revision: December 3, 2025

**FLSA Status:** Non-Exempt

**Pay Plan:** General

**Grade:** G17

### **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**

Independently 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 mentoring PSDSA Is, data entry and information retrieval in an electronic Police Record Management System (RMS) and VCIN/NCIC terminal, process warrants, protective orders, and ensure other executable papers and legal documents are factual and filed appropriately. Communicate with other jurisdictions, officers, courts and other officials; respond to public requests; run criminal histories/background checks. Perform quality control of records within compliance guidelines. Perform a variety of clerical support functions that may include, but are not limited to, filing, answering phones, collecting monies, and preparing

reports. Note: This classification is only utilized within the Support/Services Unit of the Police Department.

## **Representative Work Functions and Responsibilities**

- Independently perform data entry, search and retrieval of information into and from the Virginia Criminal Information Network (VCIN), National Criminal Information Center (NCIC) and the electronic police records management system (RMS) as well as other state and federal databases in accordance with established regulations with minimal errors
- Research and respond to a variety of inquiries relating to arrest records, warrants and protective orders; forms, permits and applications proficiently and independently.
- Communicating information to officers in the field and other jurisdictions in response to suspect “hits,” ensuring that appropriate deadlines are met in accordance with local, state and federal regulations.
- Ensure computer terminals are secure from unauthorized users.
- Process warrants and protective orders and other court issued documents proficiently and independently with minimal corrections needed in accordance with departmental policy, local, state, and federal regulations.
- Maintain cross-referenced electronic and/or paper files.
- Perform all representative work functions and responsibilities associated with the Public Safety Data Services Assistant I position.
- 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**

- Ability to perform all skills necessary for the PSDSA I level proficiently and independently.
- Demonstrate thorough knowledge of operating procedures to maintain VCIN/NCIC databases as well as other 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; and provide appropriate guidance for others in the operation of various databases and related policies/procedures.

## Minimum Qualifications

- High school or GED plus 6 months experience in fields performing administrative and/or clerical functions and 6 months experience performing the functions of a PSDSA I or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.
- Must have and maintain a Level “A” certification as a VCIN/NCIC operator continuously throughout the course of employment in this classification.
- Must have demonstrated the ability to independently and proficiently operate the VCIN/NCIC terminal, process Warrants and work with minimal errors.

## 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 Unit 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 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. Employees assigned to these positions are paid shift differential pay per City policy.
- 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.*