

Position Title: Administrative Coordinator – Criminal Investigations Division

Department: Vicksburg Police Department

Position Type: Full Time

Reports To: CID Division Supervisor

FLSA Status: Non-Exempt

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Job Summary

The Administrative Coordinator – Criminal Investigations Division provides specialized administrative and clerical support to detectives and supervisory staff assigned to investigations. This position assists in the management of confidential case files, preparation of reports and legal documents, maintenance of division records, and coordination of communications with courts, attorneys, and outside agencies. The role requires discretion, professionalism, and strong organizational skills to support the efficient operation of investigative functions within the department.

Essential Duties and Responsibilities

- Serve as the primary administrative support for the Criminal Investigations Division.
 - Answer, screen, and route telephone calls for division supervisors and investigators.
 - Prepare, draft, maintain, and distribute correspondence, memoranda, and investigative reports.
 - Maintain, organize, and update confidential case files and investigative records and reports in compliance with departmental procedures.
 - Assist detectives with preparing case packets and supporting documentation for court and prosecution.
 - Track and maintain investigative logs, including evidence submissions, subpoenas, and court dispositions.
 - Coordinate the scheduling of division meetings, interviews, and court appearances.
 - Enter and retrieve information from law enforcement databases to support ongoing investigations.
 - Communicate with courts, attorneys, and other agencies to provide required case documentation and updates for accurate reporting and timely collaboration.
 - Assist with payroll, timekeeping, travel requests, and training documentation for assigned personnel.
 - Monitor and track division supply and equipment requests.
 - Provide general administrative support, including filing, copying, scanning, and organizing division records.
 - Greet and direct scheduled and unscheduled visitors to the appropriate staff or area.
 - Perform other related duties as assigned by the division supervisor.
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Required Knowledge, Skills, and Abilities

- Strong organizational and time management skills with the ability to manage multiple priorities.
- Knowledge of modern office practices and procedures, particularly within a law enforcement environment.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and ability to learn police database systems.
- Strong written and verbal communication skills.

- Ability to handle sensitive and confidential information with discretion.
 - Ability to establish and maintain effective working relationships with detectives, supervisors, outside agencies, and the public.
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Education and Experience

- High school diploma or GED required; associate degree in business administration, criminal justice, or related field preferred.
 - Two (2) years of clerical or administrative experience required; experience in law enforcement, legal, or government setting preferred.
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Working Conditions

- Work is performed primarily in an office setting within the police department.
 - Position may involve occasional exposure to sensitive or graphic investigative material.
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Disclaimer

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Position Title: Administrative Coordinator II– Internal Affairs

Department: Vicksburg Police Department

Position Type: Full Time

Reports To: Internal Affairs Supervisor

FLSA Status: Non-Exempt

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Position Overview

The Administrative Coordinator II – Internal Affairs provides highly confidential and specialized administrative support to the Internal Affairs (IA) function of the Police Department. This position is responsible for managing case records, coordinating communications, and ensuring accurate documentation of investigations into employee conduct. The Administrative Coordinator also assists with departmental hiring processes, compliance reporting, and specialized administrative tasks that support both Internal Affairs and the broader operations of the Police Department.

Essential Duties and Responsibilities

- Provide direct administrative support to Internal Affairs investigators and command staff.
 - Maintain confidential files, reports, and records related to internal investigations in compliance with departmental policy and applicable laws.
 - Process and track citizen complaints, officer-involved incidents, and other IA-related matters from intake through resolution.
 - Assist with scheduling interviews, hearings, and meetings related to IA cases.
 - Prepare correspondence, summaries, and reports for supervisors and legal review.
 - Monitor case timelines to ensure deadlines are met and investigations are processed efficiently.
 - Respond to inquiries from the public, employees, and outside agencies, ensuring professional communication while maintaining confidentiality.
 - Maintain and update IA case management systems, logs, and databases to ensure accurate recordkeeping and compliance with retention requirements.
 - Assist in administering the entry-level testing process for police officer candidates by processing paperwork, coordinating logistics, and maintaining records.
 - Schedule physicals and psychological evaluations for police officer candidates as part of the hiring process.
 - Prepare the annual narcotics report for submission to the appropriate oversight entities.
 - Serve as a notary for the Police Department as needed.
 - Provide assistance to Front Desk Clerks with NCIC (National Crime Information Center) requests.
 - Perform other duties as assigned by the division supervisor or command staff.
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Qualifications

- High school diploma or equivalent required; associate's or bachelor's degree in criminal justice, business administration, or related field preferred.
- Prior administrative experience required; law enforcement or legal office experience strongly preferred.
- Strong organizational and case management skills with excellent attention to detail.

- Ability to handle highly confidential and sensitive information with discretion.
 - Knowledge of law enforcement practices, procedures, and terminology preferred.
 - Proficiency in Microsoft Office Suite and database systems.
 - Strong written and verbal communication skills.
 - Ability to work independently, prioritize tasks, and meet deadlines in a fast-paced environment.
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Working Conditions

- Work is primarily performed in an office environment.
 - Position requires handling confidential and sensitive materials.
 - May occasionally require extended hours or schedule flexibility to meet departmental needs.
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Position Title: Administrative Coordinator – Narcotics Division

Department: Vicksburg Police Department

Position Type: Full Time

Reports To: Narcotics Division Supervisor

FLSA Status: Non-Exempt

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Job Summary

The Administrative Coordinator – Narcotics Division provides specialized administrative support to detectives and supervisors assigned to narcotics enforcement. This position is responsible for managing sensitive case files, maintaining division logs, preparing reports and court documents, coordinating communications with outside agencies, and assisting with grant documentation and compliance. The role requires professionalism, discretion, and attention to detail to ensure the smooth operation of the division and support narcotics enforcement efforts.

Essential Duties and Responsibilities

- Serve as the primary administrative support for the Narcotics Division.
 - Answer and screen telephone calls for division supervisors and investigators.
 - Process incoming drug complaints and forward to assigned investigators.
 - Maintain and organize confidential case files, records, and investigative documentation.
 - Assist in maintaining Confidential Informant (CI) Vouchers and ensure timely forwarding to the City Clerk's Office.
 - Maintain and update division logs, including search warrants, vehicle seizures, and forfeitures.
 - Close case files upon receipt of final dispositions from Circuit Court in ADSI.
 - Download and catalog video interviews for investigative and evidentiary purposes.
 - Assist investigators with preparing case packets and supporting documentation for court and prosecution.
 - Notify other agencies of arrests, for MDOC holds and signed waivers of extradition.
 - Track and monitor inventory of narcotics test kits, surveillance equipment, and other specialized supplies.
 - Prepare, copy, and distribute correspondence, reports, memoranda, and legal documents.
 - Relay messages to investigators working in the field via departmental radio or cell phone.
 - Coordinate scheduling of division meetings, interviews, and training activities.
 - Greet and direct scheduled and unscheduled visitors to the appropriate staff or area.
 - Provide general administrative support including copying, scanning, and organizing division records.
 - Perform other duties as assigned by the division supervisor.
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Required Knowledge, Skills, and Abilities

- Strong organizational skills with the ability to manage multiple priorities.
- Knowledge of law enforcement procedures, terminology, and confidentiality requirements.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and ability to learn police database systems (e.g., ADSI).
- Strong written and verbal communication skills.

- Ability to handle sensitive or confidential information with discretion.
 - Ability to work effectively with detectives, supervisors, outside agencies, and the public.
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Education and Experience

- High school diploma or GED required; associate degree in business administration, criminal justice, or related field preferred.
 - Two (2) years of clerical or administrative experience required; prior experience in law enforcement, legal, or government setting preferred.
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Working Conditions

- Work is performed primarily in an office setting.
 - Position may involve exposure to sensitive, graphic, or confidential material.
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Position Title: Booking Officer
Department: Vicksburg Police Department
Position Type: Full Time
Reports To: Deputy Chief of Administration
FLSA Status: Non-Exempt
Prepared By:
Prepared Date:
Approved By:
Approved Date:

Position Overview

The Booking Officer is responsible for processing individuals taken into custody by the Vicksburg Police Department. This position performs intake procedures including data entry, fingerprinting, photographing, and documenting detainee information, while ensuring accuracy, compliance, and security. The Booking Officer maintains detailed records, provides support to investigators and command staff, and ensures proper handling of detainees in accordance with departmental policies and applicable laws.

Essential Duties and Responsibilities

- Receive and process individuals taken into custody, including verifying identity, documenting personal information, and completing intake forms.
 - Fingerprint, photograph, and enter detainee information into law enforcement databases.
 - Collect, inventory, and securely store detainee property and evidence as required.
 - Conduct local criminal history checks and verify warrants through NCIC and other law enforcement databases.
 - Maintain booking logs, arrest reports, and related documentation with accuracy and confidentiality.
 - Assist officers and investigators with obtaining booking records, reports, and identification materials.
 - Coordinate with detention facilities, courts, and other law enforcement agencies to ensure proper transfer of custody.
 - Monitor detainees during intake and report any unusual behavior or safety concerns.
 - Prepare, copy, and distribute booking-related records and reports as directed.
 - Maintain inventory of booking supplies and equipment, ensuring proper operation and availability.
 - Provide administrative support including filing, scanning, and data entry related to booking operations.
 - Perform other duties as assigned by supervisors or command staff.
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Qualifications

- High school diploma or equivalent required; some college coursework in criminal justice or related field preferred.
- Prior administrative or law enforcement support experience preferred.
- Strong attention to detail with excellent organizational and recordkeeping skills.
- Ability to learn and operate law enforcement databases and booking systems.
- Strong interpersonal and communication skills with the ability to interact professionally with officers, detainees, and outside agencies.
- Ability to maintain confidentiality and adhere to departmental policies and procedures.
- Basic proficiency in Microsoft Office Suite and data entry systems.

Working Conditions

- Work is primarily performed in a secure office or booking environment.
- May require exposure to individuals who are hostile, uncooperative, or under the influence of drugs/alcohol.
- May require standing for extended periods and occasional lifting of property/evidence up to 25 pounds.
- Shift work, weekends, and holidays may be required depending on departmental needs.

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Position Title: Camera Surveillance Specialist

Department: Vicksburg Police Department

Position Type: Full Time

Reports To: Deputy Chief of Administration

FLSA Status: Non-Exempt

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Job Summary

The Camera Surveillance Specialist is responsible for monitoring, maintaining, and retrieving data from the City of Vicksburg's surveillance camera systems to support public safety operations and criminal investigations. This position ensures surveillance footage is properly reviewed, cataloged, and provided to authorized personnel for investigative, evidentiary, and administrative purposes. The role requires attention to detail, discretion, and technical proficiency in order to support the integrity and security of the department's surveillance systems.

Essential Duties and Responsibilities

- Monitor live and recorded surveillance feeds to identify suspicious, criminal, or emergency activity.
 - Retrieve, review, and preserve video evidence to support criminal investigations and court proceedings.
 - Maintain detailed records of all video requests, retrievals, and evidence transfers in compliance with chain of custody protocols.
 - Maintain vigilance over all camera feeds, ensuring continuous monitoring, accurate observation, and appropriate action when incidents occur.
 - Respond to radio and/or telephone calls from officers and dispatchers regarding camera coverage or video support.
 - Assist investigators and officers by providing timely access to requested video footage and related documentation.
 - Coordinate with designated personnel to ensure proper operation, maintenance, and troubleshooting of surveillance cameras, servers, and storage systems.
 - Perform preventive and corrective maintenance to ensure the surveillance system is fully operational, including:
 - Ensuring all cameras are functional and recording.
 - Confirming video resolution is clear and free from distortion.
 - Verifying the CCTV operating system and retrieval systems are working properly.
 - Prepare regular reports regarding system status, video requests, and evidence management.
 - Provide testimony in court when required regarding video evidence retrieval and handling.
 - Maintain confidentiality of sensitive information and comply with departmental, state, and federal policies regarding surveillance and evidence.
 - Participate in ongoing training and professional development in digital evidence management and surveillance technology.
 - Maintain a clean working environment to include the cleanliness of all equipment.
 - Perform any other related duties as assigned.
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Required Knowledge, Skills, and Abilities

- Knowledge of digital video systems, evidence storage, and retrieval practices.
 - Familiarity with chain of custody requirements and court admissibility standards.
 - Strong organizational skills with the ability to prioritize multiple tasks under deadlines.
 - Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and ability to learn specialized video management software.
 - Ability to maintain confidentiality and handle sensitive material with discretion.
 - Strong verbal and written communication skills.
 - Ability to establish and maintain effective working relationships with officers, supervisors, and outside agencies.
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Education and Experience

- High school diploma or GED required; associate degree in Criminal Justice, Information Technology, or related field preferred.
 - Prior experience in video surveillance, law enforcement support, or digital evidence management preferred.
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Working Conditions

- Work is primarily performed in an office or surveillance control room setting.
 - Position involves frequent exposure to sensitive, graphic, or disturbing video content.
 - Occasional court testimony may be required.
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Position Title: Community Engagement & Logistics Coordinator

Department: Vicksburg Police Department

Position Type: Full Time

Reports To: Chief of Police, Deputy Chief, or designee

FLSA Status: Non-Exempt

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Job Summary

The Crime Prevention, Community Engagement, and Purchasing/Supply Coordinator is responsible for planning and implementing crime prevention and community outreach programs while also managing the purchasing, inventory, and distribution of departmental supplies and equipment. This position plays a dual role in strengthening the department's relationship with the community and ensuring operational readiness through effective supply management.

Essential Duties and Responsibilities

Community Engagement & Crime Prevention

- Plan, coordinate, and participate in community outreach events, presentations, and programs to strengthen police-community relationships.
- Develop, implement, and evaluate crime prevention initiatives targeting schools, businesses, and neighborhoods.
- Serve as a liaison between the department and community organizations, schools, civic groups, and businesses.
- Assist in the development of public information materials, flyers, social media content, and educational resources to promote crime prevention.
- Track participation and outcomes of community engagement programs; prepare related reports for departmental leadership.

Purchasing & Supply

- Manage the procurement of departmental supplies, uniforms, and equipment in compliance with City purchasing policies and procedures.
- Maintain accurate inventory records of all supplies, equipment, and materials.
- Coordinate with vendors, suppliers, and City purchasing staff regarding orders, invoices, and deliveries.
- Distribute supplies and equipment to departmental divisions and maintain logs of issued items.
- Monitor expenditures to ensure compliance with budget allocations and grant requirements.
- Assist in preparing supply and equipment needs assessments for annual budgeting and grant applications.

General Administrative Support

- Prepare correspondence, reports, and documentation to support community programs and purchasing functions.
 - Assist with grant-related reporting and tracking for community or equipment-based funding.
 - Perform other duties as assigned by the Chief of Police or designee.
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Required Knowledge, Skills, and Abilities

- Knowledge of community engagement strategies, crime prevention practices, and public relations.

- Familiarity with purchasing and supply chain procedures in a government or law enforcement setting.
 - Strong organizational and recordkeeping skills.
 - Proficiency with Microsoft Office Suite and ability to learn police and city database systems.
 - Strong written, verbal, and interpersonal communication skills.
 - Ability to handle confidential information with discretion.
 - Ability to work effectively with community members, city staff, vendors, and departmental personnel.
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Education and Experience

- High school diploma or GED required; associate degree in business administration, criminal justice, or related field preferred.
 - Two (2) years of administrative, purchasing, or community engagement experience required.
 - Experience in a law enforcement, government, or public service setting preferred.
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Working Conditions

- Work is performed in both office and community settings.
 - Position requires occasional evening or weekend hours for community events.
 - Position may involve transporting and setting up supplies/equipment for programs.
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Position Title: Front Desk Clerk
Department: Vicksburg Police Department
Position Type: Full Time
Reports To: Lead TAC
FLSA Status: Non-Exempt
Prepared By:
Prepared Date:
Approved By:
Approved Date:

Position Overview

The Front Desk Clerk serves as the first point of contact for the public and provides essential administrative, clerical, and communications support for the Vicksburg Police Department. This position assists citizens with filing reports, responds to inquiries, monitors phone and radio traffic, and provides support to officers and investigators. The Front Desk Clerk is also responsible for operating the NCIC system to perform authorized record checks and verifications, ensuring compliance with federal, state, and departmental regulations.

Essential Duties and Responsibilities

- Greet and assist visitors, answer questions, and direct individuals to the appropriate staff or division.
 - Receive and document walk-in complaints and gather initial information for individuals wishing to file official police reports.
 - Answer, screen, and route incoming telephone calls and radio transmissions, providing timely and professional responses.
 - Assist in monitoring communications in the dispatch center as needed.
 - Perform NCIC (National Crime Information Center) duties, including conducting record checks, warrant confirmations, vehicle and property inquiries, and other authorized database searches.
 - Process requests from officers and investigators for NCIC verifications and criminal history checks.
 - Maintain accurate logs, files, and records related to front desk and NCIC activities.
 - Assist the public with records requests, complaint forms, and information about departmental services.
 - Provide general clerical and administrative support, including data entry, filing, copying, and preparing reports.
 - Relay messages and information to officers and investigators in the field via radio, telephone, or electronic communication.
 - Monitor visitors entering the facility to ensure security and compliance with departmental procedures.
 - Coordinate scheduling of appointments, interviews, and meeting spaces as directed.
 - Assist with special projects and provide support to other divisions as needed.
 - Perform other duties as assigned by supervisors or command staff.
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Qualifications

- High school diploma or equivalent required; coursework or experience in criminal justice, public administration, or office administration preferred.
- Prior administrative, clerical, or law enforcement support experience strongly preferred.

- Knowledge of NCIC procedures, rules, and system operations preferred; ability to complete required NCIC certification.
 - Strong organizational skills with attention to detail and accuracy.
 - Ability to maintain confidentiality and handle sensitive information appropriately.
 - Strong interpersonal and communication skills with the ability to interact professionally with the public, law enforcement personnel, and outside agencies.
 - Proficiency in Microsoft Office Suite and law enforcement databases.
 - Ability to work independently, multitask, and prioritize in a fast-paced environment.
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Working Conditions

- Work is primarily performed in an office or front desk environment.
 - Frequent interaction with the public, some of whom may be upset, emotional, or hostile.
 - May require sitting, standing, and using computers and communication equipment for extended periods.
 - Occasional lifting of files, office supplies, or records up to 25 pounds.
 - Shift work, including nights, weekends, and holidays, may be required depending on departmental needs.
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Position Title: Lead TAC Officer/Trainer
Department: Vicksburg Police Department
Position Type: Full Time
Reports To: Deputy Chief of Administration
FLSA Status: Non-Exempt
Prepared By:
Prepared Date:
Approved By:
Approved Date:

Job Summary

The Lead TAC Officer/Trainer serves as the agency's primary Terminal Agency Coordinator (TAC) and oversees all compliance, training, and supervisory functions related to NCIC/CJIS access, Booking, Front Desk, and Records operations. This position ensures agency-wide compliance with state and federal regulations, manages TAC staff, develops and delivers training, and monitors day-to-day operations of civilian personnel in assigned areas. The Lead TAC Officer/Trainer provides leadership, direction, and quality assurance to support the effectiveness and compliance of department operations.

Essential Duties and Responsibilities

- Serve as the department's primary TAC and liaison with state and federal agencies regarding NCIC/CJIS compliance.
 - Supervise, assign, and evaluate staff within TAC, Booking, Front Desk, and Records functions.
 - Provide leadership, guidance, training and technical assistance to TAC Officers and civilian staff.
 - Manage user access, credentials, and certifications for all personnel with system access.
 - Oversee audits of NCIC/CJIS transactions and ensure accuracy and compliance.
 - Prepare for and coordinate responses to external audits and inspections.
 - Investigate and report system security or misuse incidents.
 - Develop, update, and enforce policies and procedures related to compliance, records, and civilian operations.
 - Create, implement, and monitor training programs for Booking, Front Desk, and Records staff.
 - Provide onboarding and refresher training to civilian staff and ensure training compliance.
 - Monitor daily operations, identify training needs, and ensure consistent adherence to policies.
 - Prepare reports, documentation, and compliance records for departmental leadership.
 - Perform other related duties as assigned by the Deputy Chief of Administration or designee.
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Required Knowledge, Skills, and Abilities

- Comprehensive knowledge of NCIC/CJIS systems, regulations, and compliance requirements.
 - Supervisory and leadership skills, including the ability to train, direct, and evaluate staff.
 - Knowledge of law enforcement booking, records management, and front desk operations.
 - Ability to develop and deliver effective training programs.
 - Strong organizational skills with attention to detail in compliance and recordkeeping.
 - Excellent communication and interpersonal skills for working with staff, supervisors, and external agencies.
 - Ability to maintain confidentiality and exercise sound judgment.
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Education and Experience

- High school diploma or GED required; associate degree in criminal justice, information systems, or related field preferred.
 - Certification as a Terminal Agency Coordinator (TAC) required.
 - Three (3) years of law enforcement, records management, or TAC experience required.
 - One (1) year of supervisory or lead worker experience preferred.
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Working Conditions

- Work performed primarily in an office environment.
 - Position requires flexibility in scheduling to conduct training and respond to compliance deadlines.
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Position Title: Property and Evidence Technician

Department: Vicksburg Police Department

Position Type: Full Time

Reports To: Deputy Chief of Administration

FLSA Status: Non-Exempt

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Position Overview

The Property and Evidence Technician is responsible for receiving, cataloging, storing, and maintaining the integrity of property and evidence collected by the Vicksburg Police Department. This position ensures all items are handled in accordance with departmental policies, state and federal laws, and chain-of-custody requirements. The Property and Evidence Technician also assists with preparing evidence for court, coordinating the release of property to rightful owners, and managing the final disposition of items.

Essential Duties and Responsibilities

- Receive, document, and store property and evidence submitted by officers and investigators.
 - Maintain accurate chain-of-custody records for all items in custody.
 - Catalog evidence into computerized tracking systems and ensure proper labeling and storage.
 - Secure and monitor evidence rooms to ensure compliance with security and access policies.
 - Retrieve, transport, and prepare evidence for court appearances, hearings, or laboratory testing.
 - Release property to authorized owners, ensuring proper documentation and verification of identification.
 - Coordinate the lawful destruction or disposal of evidence and property in compliance with court orders, retention schedules, and legal requirements.
 - Conduct periodic inventories and audits of evidence and property to ensure accountability.
 - Maintain records, logs, and reports related to property and evidence management.
 - Provide assistance and information to officers, investigators, prosecutors, courts, and outside agencies as authorized.
 - Testify in court as required regarding the chain of custody and handling of evidence.
 - Maintain supplies and equipment necessary for property and evidence operations.
 - Assist with training staff on evidence handling procedures and chain-of-custody requirements.
 - Perform other duties as assigned by supervisors or command staff.
-

Qualifications

- High school diploma or equivalent required; coursework in criminal justice or related field preferred.
- Prior experience in evidence/property management, law enforcement support, or records management strongly preferred.
- Knowledge of chain-of-custody procedures, legal requirements, and evidence handling best practices.
- Strong organizational skills and attention to detail.
- Ability to handle confidential and sensitive information with integrity.
- Proficiency with Microsoft Office Suite and evidence/property management systems.
- Effective communication and interpersonal skills to work with officers, attorneys, and the public.

- Ability to lift and carry items up to 40 pounds and manage physical storage systems.
-

Working Conditions

- Work is primarily performed in a secure property and evidence facility.
 - Requires exposure to biohazards, narcotics, weapons, and other sensitive or hazardous materials with appropriate safety precautions.
 - May involve standing, bending, lifting, and carrying items for extended periods.
 - Occasional after-hours work may be required for urgent evidence intake or release.
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Position Title: Records Clerk
Department: Vicksburg Police Department
Position Type: Full Time
Reports To: Deputy Chief of Administration or Designee
FLSA Status: Non-Exempt
Prepared By:
Prepared Date:
Approved By:
Approved Date:

Position Overview

The Records Clerk is responsible for maintaining, processing, and securing police records, reports, and related documents for the Vicksburg Police Department. This position ensures compliance with departmental policies, legal standards, and records retention requirements. The Records Clerk provides assistance to officers, investigators, outside agencies, and the public, while maintaining confidentiality and accuracy in all recordkeeping functions.

Essential Duties and Responsibilities

- Receive, process, file, and maintain police reports, records, citations, and related documents.
 - Ensure compliance with departmental policies, Mississippi state law, and records retention schedules.
 - Perform data entry and updates into law enforcement databases and records management systems.
 - Conduct searches and provide copies of records to officers, investigators, courts, attorneys, and the public in accordance with legal guidelines.
 - Process requests for criminal history and background checks as authorized.
 - Assist with subpoena responses and prepare records for court or administrative hearings.
 - Maintain confidentiality of all sensitive records and information.
 - Assist the public at the front counter by answering questions, directing inquiries, and providing record-related services.
 - Prepare reports, correspondence, and statistical summaries as directed.
 - Monitor and maintain filing systems, logs, and databases for accuracy and accessibility.
 - Assist in archiving and purging records in compliance with records retention requirements.
 - Coordinate with other law enforcement agencies regarding requests for records or case documentation.
 - Provide general administrative support including copying, scanning, and distribution of records.
 - Perform other duties as assigned by supervisors or command staff.
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Qualifications

- High school diploma or equivalent required; some college coursework in business administration, criminal justice, or related field preferred.
- Prior clerical, records management, or law enforcement support experience strongly preferred.
- Knowledge of office practices, filing systems, and records management procedures.
- Strong organizational skills with attention to detail and accuracy.
- Ability to handle confidential information with discretion.
- Proficiency in Microsoft Office Suite and database systems.

- Strong written and verbal communication skills.
 - Ability to work independently and as part of a team in a fast-paced environment.
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Working Conditions

- Work is primarily performed in an office environment.
 - May involve frequent interaction with the public, attorneys, and law enforcement personnel.
 - Extended periods of sitting, data entry, and handling physical and electronic files required.
 - May occasionally require lifting boxes of records up to 25 pounds.
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Position Title: TAC Officer/Front Desk Clerk

Department: Vicksburg Police Department

Position Type: Full Time

Reports To: Lead TAC Officer

FLSA Status: Non-Exempt

Prepared By:

Prepared Date:

Approved By:

Approved Date:

Position Overview

The TAC Officer/Front Desk Clerk is responsible for performing a combination of law enforcement support duties, including technical and administrative responsibilities as the Terminal Agency Coordinator (TAC) and providing essential front desk and dispatch support. This position serves as a key point of contact for the public, law enforcement personnel, and external agencies, ensuring compliance with state and federal regulations while supporting the daily operations of the Police Department.

Key Responsibilities

TAC Officer Duties

- Serve as the designated Terminal Agency Coordinator (TAC) to ensure compliance with state and federal laws governing NCIC, Nlets, and CJIS systems.
- Maintain, update, and audit system access and security for sworn and civilian users.
- Provide training, guidance, and compliance oversight for staff with system access.
- Perform local criminal history checks and coordinate the release of records in compliance with departmental policy.
- Ensure accurate data entry, record retention, and timely updates to law enforcement databases.

Front Desk Clerk Duties

- Serve as the first point of contact for individuals entering the Police Department.
 - Greet and assist visitors, providing information or directing them to the appropriate staff or department.
 - Receive and process walk-in complaints from individuals wishing to file official police reports, ensuring accurate and complete documentation.
 - Answer multi-line telephones, route calls, take messages, and provide information as appropriate.
 - Monitor and operate police radios relaying information between officers and units as needed.
 - Assist in processing paperwork related to arrests, bookings, and incident reports.
 - Maintain logs, records, and files in compliance with departmental policies and procedures.
 - Provide customer service to the public, including processing requests for records, background checks, and other services.
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Qualifications

- High school diploma or equivalent required; some college coursework preferred.
- Prior experience in law enforcement support, dispatching, records management, or administrative work strongly preferred.
- Knowledge of law enforcement terminology, procedures, and CJIS requirements.
- Strong communication, multitasking, and organizational skills.
- Ability to maintain confidentiality, accuracy, and attention to detail.

- Proficiency with computers, databases, and standard office equipment.
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Working Conditions

- Work is performed in an office and dispatch center environment.
 - Requires ability to remain calm and professional in stressful or emergency situations.
 - May involve shift work, including evenings, weekends, and holidays.
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Disclaimer

This job description is intended to describe the general nature and level of work performed by employees in this classification. It is not an exhaustive list of all duties, responsibilities, and qualifications required. The Vicksburg Police Department reserves the right to modify the content of this description as necessary.