

20/10 Counter Personnel Duties and Responsibilities

Subject: Counter Personnel Duties and Responsibilities

The public counter may be the first and last contact a visitor has with unit personnel. Therefore, it is incumbent that personnel assigned to this position maintain the most professional demeanor keeping in mind the ***Department's Core Values and Mission Statement***. The duties of counter personnel include, but are not limited to, the following:

1. The counter will be manned primarily by Logistics staff. They shall be in blue uniform or appropriate casual business attire.
2. Counter personnel will normally be responsible for all lobby traffic and shall answer the unit's main telephone line.
3. Staff assigned to the counter shall issue vouchers, equipment, patches, etc., upon presentation of the appropriate identification and forms.
4. Staff assigned to the counter shall collect money for lost/stolen equipment, gun purchases, and salvage. They shall write miscellaneous receipts for the money collected and the original (white) receipt shall be given to the customer. The transaction shall be recorded in the Miscellaneous Fees Cash Record (Tally Sheet). Staff shall place the collected money and pink receipt in the collection box.
5. All complaints received by counter personnel shall be referred to the Unit Commander.
6. Counter personnel shall refer all customers to the proper unit or agency when requests are not within our jurisdiction.
7. Counter personnel shall fit Department members with protective vests upon presentation of the proper

identification and forms.

8. Counter personnel will perform various tasks as assigned by the Warehouse Manager and/or Unit Commander.

9. Counter personnel shall be responsible for maintaining a clean and professional appearing counter area.
