

POSITION DESCRIPTION
COMPLAINT RESOURCE ASSISTANT
(VOLUNTEER)

Position Overview

The City of Geneva is seeking to provide a high level of independent support to those individuals in the community seeking to address complaints against Police Department personnel. The Complaint Resource Assistant will use knowledge of department operations and the complaint process to provide assistance to those individuals wishing to make a complaint; including providing access to complaint forms, educating complainants about the process, navigating form completion, and providing follow-up support between the Department and the complainant relative to complaint status.

Typical Functions of the Position

- In a timely manner, respond to individuals wishing to report personnel issues with members of the Geneva Police Department
- Maintain an inventory of complaint forms and support materials and make them available to complainants
- Provide educational and administrative support relative to the filing of a personnel complaint against a member of the Geneva Police Department
- Maintain complainant confidentiality relative to personal information and nature of the complaint
- Serve as a continued point-of-contact between the complainant and the department to support follow up investigation and status inquiries
- Successfully complete initial and follow-up training as required

Position Qualifications

- Completion of an initial training session on department operations and the complaint process; as well as regular training updates as necessary
- Willingness to publish contact information and respond to complaints in a timely fashion (within 24 hours)
- Execution of a non-disclosure agreement and maintenance of confidentiality
- Qualification as a Notary Public preferred
- Multilingual language skills preferred
- Must be at least 21 years of age at time of appointment

Compensation

This position is a volunteer (unpaid) position. There is no associated compensation.