

## Police Services Assistant

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under general supervision of the Police Support Services Supervisor, performs a variety of general office and clerical duties in support of Police Department operations and activities; performs a variety of record keeping functions including to process police reports; receives and provides assistances to the public at the front counter and over the telephone; and provides other support and assistance to other non-sworn functions and activities of the Police Department.

### **IDENTIFYING CHARACTERISTICS**

The Police Services Assistant is a non-sworn Police Department class that performs a variety of clerical and general office duties in support of Police Department operations and services. In addition to processing police records, incumbents in this class have significant public contact including providing extensive phone and counter assistance to the public. Positions at this level receive instruction or assistance as new or unusual situations arise and are expected to become fully aware of the operating procedures and policies of the work unit.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Performs a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of information related to law enforcement activities; organizes, processes, updates, maintains and routes a variety of departmental reports, records, and files; runs criminal history and DMV information; processes police reports including forwarding copies of reports to appropriate agencies and individuals in accordance with the Public Records Act guidelines and our department's policies and procedures.
2. Assists Department personnel and the public in person and by phone; performs record checks and disseminates requested forms and reports in accordance with established regulations and government statutes; collects payments including fees for reports, fingerprinting, and citations; provides general information regarding Department policies, procedures and regulations.
3. Issues, receives, types, and processes various applications, permits, and other forms including issuing parking permits and collecting appropriate monies; applies departmental policies and procedures in determining completeness of applications.
4. Receives calls on business and non-emergency lines from the public requesting information or service; researches information in response to requests from the general public, law enforcement agencies, and other outside agencies; refers calls to the appropriate department personnel.
5. Enters calls for service received at the front counter and over the phone.

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6. Processes a variety of forms to initiate changes in records; performs duties related to the sealing of juvenile records in accordance with applicable laws and procedures.
7. Registers sex and drug offenders; runs criminal history; prepares required forms and registration cards; establishes and maintain files; enters information into CLETS.
8. Compiles and enters information into various systems including the department's automated records management system and the California Law Enforcement Telecommunications System (CLETS) systems; queries for information on various systems.
9. Checks and tabulates statistical data; prepares and assists in the preparation of various reports including departmental and Department of Justice (DOJ) statistical reports.
10. Assists in the Department's fingerprinting services and operations; takes appointments for fingerprinting; performs fingerprinting activities including LiveScan fingerprinting.
11. Performs a wide variety of routine clerical work including typing, proofreading, and processing a wide variety of documents including reports, records, general correspondence, and other materials from notes, transcribing machine recordings, or written/verbal instructions; sorts, files, indexes, verifies, and records information on documents and records; maintains alphabetical, index, and cross reference files.
12. Operates a variety of office equipment including a typewriter, switchboard, copier, facsimile machine, adding machine, cash register, and computer; utilizes various computer applications and software packages.
13. Processes mail including receiving, sorting, and distributing incoming and outgoing correspondence.
14. Performs a variety of traffic control duties as assigned; assists with traffic control for special events.
15. Performs related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

1. Law enforcement records management principles, procedures, techniques, and equipment.
2. Basic police terminology.
3. Pertinent federal, state, and local laws, codes, and regulations and department rules, policies, and procedures.
4. Customer service principles and practices.
5. Methods and techniques of telephone etiquette.
6. Modern office methods, procedures, and equipment including specialized public safety computer systems and applications and other word processing and spreadsheet applications.
7. Principles and procedures of record keeping and filing.

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8. Mathematical principles.
9. Basic principles of business letter writing and basic report preparation.
10. English usage, spelling, grammar, and punctuation.

**Ability to:**

1. Learn the organization, operation, and services of the City, the Police Department, and of outside agencies as necessary to assume assigned responsibilities.
2. Learn, interpret and apply general administrative and departmental policies and procedures.
3. Perform a variety of specialized office support and clerical duties in support of the Police Department.
4. Compile, maintain, process, and prepare a variety of records and reports.
5. Issue permits.
6. Respond to requests and inquiries from the general public.
7. Deal tactfully and courteously with the public seeking information and assistance or filing a report.
8. Operate office equipment including specialized public safety computer systems to access and maintain data.
9. Perform record searches quickly and accurately.
10. Type and enter data accurately at a speed necessary for successful job performance.
11. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
12. Exercise good judgment in maintaining critical and sensitive information, records, and reports.
13. Understand and follow oral and written instructions.
14. Communicate clearly and concisely, both orally and in writing.
15. Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

Equivalent to completion of the twelfth grade.

**Experience:**

Two years of increasing responsible clerical experience that includes maintaining various records systems and customer service in an environment with frequent interruptions. Experience in a law enforcement agency is desirable.

**License or Certificate:**

Possession of, or ability to obtain by date of appointment, an appropriate driver's license.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:**

Work is performed primarily in a standard office environment with extensive public contact and constant interruptions. Positions in this class may work extended hours and may be called in for local emergencies at irregular hours.

**Physical:**

Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:**

See in the normal visual range with or without correction.

**Hearing:**

Hear in the normal audio range with or without correction.

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*Johnson & Associates*