



Senior 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 Commander, performs a variety of more complex 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 performs a variety of technical and administrative tasks relative to assigned areas of responsibility, provides other support and assistance to other non-sworn functions and activities of the Police Department.

IDENTIFYING CHARACTERISTICS

This is the advanced journey level class in the Police Services Assistant series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including providing lead supervision to assigned staff, performing the more technical work of the unit, and providing administrative support to the assigned unit. The Senior 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. The Senior Police Service Assistant class differs from the Police Services Assistant class by having greater responsibility, autonomy, and discretion in planning and completing a wide variety of activities. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

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.

City of Placerville
Senior Police Services Assistant

2. Trains assigned employees in their areas of work including records methods, procedures, and techniques.
3. Coordinates the scheduling of records staff; ensures all shifts are sufficiently covered.
4. Participates in a variety of personnel actions including, but not limited to, performance evaluations and overseeing the conduct of employees in the records function.
5. Assumes responsibility for the records and front reception/lobby area including related equipment; serves as liaison with technicians and vendors regarding the maintenance of records hardware and software.
6. Provides a variety of staff and administrative assistance related to records center; attends staff meetings and works with supervisory and management staff to resolve issues related to records; performs special projects as assigned including researching training opportunities and developing records related policies and procedures.
7. Performs the full range of Police Services Assistant duties; as outlined in the Police Services Assistant job specifications.
8. Performs a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities including organizing, processing, maintaining, updating, and routing a variety of departmental reports, records, and files; processes police reports; reviews, verifies, and records information; runs criminal history and DMV records; prepares District Attorney's office cover sheets.
9. 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.
10. Checks and tabulates statistical data; prepares and assists in the preparation of various reports including departmental and Department of Justice (DOJ) statistical reports.
11. Assists in the Department's fingerprinting services and operations; takes appointments for fingerprinting; performs fingerprinting activities including LiveScan fingerprinting.
12. 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.
13. Operates a variety of office equipment including a copier, facsimile machine, cash register, and computer; utilizes various computer applications and software packages.
14. Processes mail including receiving, sorting, and distributing incoming and outgoing correspondence.

15. Performs a variety of traffic control duties as assigned; assists with traffic control for special events.
16. 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. Principles of lead supervision and training.
3. Law enforcement records management principles, procedures, techniques, and equipment.
4. Pertinent federal, state, and local laws, codes, and regulations and department rules, policies, and procedures.
5. Customer service principles and practices.
6. Police terminology.
7. Functions of the Police Department and other City Departments.
8. English usage, spelling, grammar, and punctuation.
9. Modern office methods, procedures, and equipment including specialized public safety computer systems and applications and other word processing and spreadsheet applications.
10. Criminal justice information systems, system networks, and services including functions and relationships of agencies involved in the criminal justice system.
11. Methods and techniques of telephone etiquette.
12. Modern office methods, procedures, and equipment including specialized public safety computer systems and applications and other word processing and spreadsheet applications.
13. Principles and procedures of record keeping and filing.
14. Mathematical principles.
15. Basic principles of business letter writing and basic report preparation.
16. English usage, spelling, grammar, and punctuation.
17. Knowledge of statutes concerning the release of information.

Ability to:

1. Lead, organize, and review the work of records staff.
2. Independently perform the most difficult work related to the area of work assigned including technical and administrative duties.
3. Interpret, explain, and enforce department policies and procedures.
4. Perform a variety of specialized office support and clerical duties in support of the Police Department.
5. Compile, maintain, process, and prepare a variety of records and reports.
6. Interpret, apply, and explain applicable federal, state and local policies, procedures, laws, codes and regulations including police records retention and dissemination policies and procedures.
7. Maintain composure, alertness and concentration while working for extended periods of time.
8. Issue permits.
9. Respond to requests and inquiries from the general public.
10. Respond to and resolve difficult and sensitive citizen inquiries and complaints.
11. Deal tactfully and courteously with the public seeking information and assistance or filing a report.
12. Operate office equipment including specialized public safety computer systems to access and maintain data.
13. Perform record searches quickly and accurately.
14. Type and enter data accurately at a speed necessary for successful job performance.
15. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
16. Exercise good judgment in maintaining critical and sensitive information, records, and reports.
17. Understand and follow oral and written instructions.
18. Communicate clearly and concisely, both orally and in writing.
19. 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:

Three years of increasingly responsible public safety records experience comparable to a Police Services Assistant with the City of Placerville.

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.