

POLICE SERVICES TECHNICIAN

DEFINITION

Under general supervision, to coordinate and perform a variety of administrative support work for the Police Chief and the City Police Department; to receive and dispatch information to police units; to perform difficult, complex, and specialized office support, information gathering, information preparation, and public relations assignments; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single-position class for performing a variety of specialized office and administrative support assignments for the City Police Department.

REPORTS TO

Chief of Police.

CLASSIFICATIONS SUPERVISED

This is not a supervisory classification.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Performs a variety of office management and administrative support work for the City Police Department and the Police Chief; receives emergency and non-emergency incoming calls from the public requesting services; determines priorities and dispatches police units as necessary; maintains radio dispatch log of call and monitors emergency channel; maintain radio contact with units on assignments; has responsibility for the computer input and maintenance of Department police records/reports system; acts as cashier, issuing receipts for payments and posting monies to appropriate accounts; processes and carries out purchasing requests for the Department; prepares and process payment requests for purchases; develops, maintains, and tracks budget data; researches budget issues, when necessary; requests repairs for Department facilities and vehicles; maintains current injury reports and requisite background data; compiles data, prepares, and distributes statistical reports; maintains Department personnel records; ensures the proper distribution and completion of employee evaluations; prepares and submits personnel action forms for hiring and disciplinary procedures; develops and maintains a variety of Department files and records; provides court subpoena information to police officers; processes and files court dispositions with case files; processes and files misdemeanor and felony complaints; operates a computer terminal to perform vehicle registration/drivers license checks for police officers;

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EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (continued)

prepares periodic Department reports for submission to other government agencies; performs public information and relations assignments, including receiving office visitors and telephone callers, providing comprehensive information about Department policies, functions, and procedures; receives and handles public complaints; develops forms necessary for Department functions and administrative support; develops and prepares special reports; receives and distributes Department mail; types or uses a word processing program to prepare a variety of documents; inputs data into computer records and generates reports; schedules and arranges appointments for supervisor; operates a variety of office equipment; fingerprints applicants for gun permits and employment purposes and processes applications accordingly; registers and fingerprints drug, arson, and sex offenders as required by the Department of Justice.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye hand coordination; lift and move objects weighing up to 25 lbs., corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, two-way radio, telephone, calculator, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is normally performed in an office environment; frequent contact with other staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- ❖ City and Police Department policies, rules, and regulations.
- ❖ Establishment and maintenance of files and information retrieval systems.
- ❖ Modern office management methods and procedures.
- ❖ Fiscal record keeping methods and procedures.
- ❖ Budget and expenditure controls.
- ❖ Proper English usage, spelling, grammar, and punctuation.
- ❖ Personal computers and software applications related to administrative support work.
- ❖ Principles of operating a two way radio.

Ability to:

- ❖ Perform a wide variety of specialized office management and administrative support work for the Police Chief and the Police Department.
- ❖ Operate a two-way radio dispatching system.
- ❖ Interpret, explain, and apply City and Police Department policies, rules, and regulations.
- ❖ Work with considerable independence and initiative while exercising good judgment in recognizing scope of authority.

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DESIRABLE QUALIFICATIONS (continued)

Ability to: (continued)

- ❖ Gather, organize, analyze, and present a variety of data and information.
- ❖ Perform complex fiscal and budget support work.
- ❖ Prepare clear, concise, and accurate records and reports.
- ❖ Prepare public relations and informational material.
- ❖ Use a personal computer and appropriate software for word processing and administrative support work.
- ❖ Deal tactfully and courteously with the public, representatives of other agencies and other City staff when explaining the functions and policies of the Police Department.
- ❖ Establish and maintain cooperative working relationships.

Training and Experience:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Three years of increasingly responsible work experience performing a variety of office and administrative support work in a position that included substantial experience in a position requiring frequent public/customer contact.

Special Requirements:

None.

The contents of this class specification shall not be construed to constitute any expressed or implied warranty or guarantee, nor shall it constitute a contract of employment. Terms and conditions of employment are determined through a meet and confer process and are subject to the Memorandum of Understanding currently in effect.