



MARCH 2016
FLSA: NON-EXEMPT

POLICE SERVICES TECHNICIAN I/II

DEFINITION

Under direct or general supervision, learns and performs a variety of responsible non-sworn office, technical and field duties in support of law enforcement and the mission of the Police Department, including assisting the public at the front counter and in the field, data collection and report writing, accident and incident control and investigation, evidence collection, parking enforcement, crime prevention, towing and storing vehicles, taking cold misdemeanor reports, performing school and court liaison and police fleet duties; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from assigned supervisory or management personnel. Exercises no supervision of staff.

CLASS CHARACTERISTICS

Police Services Technician I is the entry-level class in the technical support, non-sworn class series. As experience is gained, assignments become more varied and are performed with greater independence. Positions at this level usually perform most of the duties required of the positions at the II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

Police Services Technician II is the experienced-level of this class series. Incumbents are expected to perform the full range of non-sworn law enforcement and police support duties. Positions at this level are distinguished from the I level by the performance of the full range of basic duties independently, exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Police Records Supervisor in that the latter performs more specialized and technical non-sworn tasks requiring additional training and/or experience and may provide technical and functional direction to lower-level office support staff.

Positions in the Police Services Technician class series are flexibly staffed and positions at the II level are normally filled by advancement from the I level requiring one (1) year of experience and after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class. When filled from the outside, the employee is required to have one (1) year of prior experience that allows the employee to meet the qualification standards for the II level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Prepares and reviews detailed police reports documenting criminal and non-criminal activities; documents accident and crime scene layouts in written and graphic form; takes cold misdemeanor reports from the public.
- Provides initial non-emergency contact with the public and representatives of other agencies for the department at a public counter or over the telephone; determines the nature of the contact; provides factual information regarding services, policies and procedures, or directs the caller to the proper individual or agency.
- Provides applications for various permits and licenses to the public explains policies and procedures and processes completed forms.
- Following specific legal guidelines, prepares and distributes copies of police and other reports to individuals and agencies requesting such reports; explains requirements and limitations and collects, receipts and balances fees for services.
- Maintains logs of services; prepares a variety of periodic and special reports regarding calls for service and other departmental activities; submits required reports to the Department of Justice and other agencies as mandated.
- Word processes and enters data into multiple law enforcement computer systems; proofreads work for accuracy and completeness.
- Assists in the formulation and development of a program of public information and education on the use of the Police Department facilities, programs, activities, and services by selecting, preparing, and distributing information through various media sources.
- Receives inquiries and provides information to the public regarding a wide variety of crime prevention topics, including drafting and sending out new releases on related issues and successfully communicating with a variety of news media.
- Plans, promotes, and participates in local community events related to crime prevention and safety, including determining appropriate events and taking appropriate measures to ensure successful implementation.
- Prepares and assists with the development of various crime prevention circulars and public announcements.
- Assists officers at crime and accident scenes by directing traffic and laying out cone and flare patterns, taking witness statements and collecting identity information; diagrams crime and accident scenes using forensic mapping equipment.
- Photographs crime and accident scenes using 35mm, digital and video camera equipment; provides documentation and logs photographs into evidence.
- Performs specified police fleet duties, such as using diagnostic equipment to facilitate the performance of minor electrical and mechanical repairs, ordering equipment and supplies, verifying shipments upon receipt and submitting invoices for payment.
- Performs security checks of City Parks and schools; conducts site surveillance as assigned.
- Issues parking citations within the City; tows and arranges for storage of impounded vehicles; testifies in criminal, civil and traffic court as required.
- Provides instruction to new Police Services Technicians and Police Department volunteers.
- Performs fingerprinting services on Livescan and inked fingerprint cards; maintains Police Department computer system.
- Develops radar advisory trailer deployment schedule and deploys and retrieves radar advisory trailers.
- Purchases and maintains an inventory of Police Department equipment and supplies.
- Performs child seat checks and instruction on proper installation techniques.

- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic functions, principles, and practices of municipal police services.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office administrative and secretarial practices and procedures, including the use of standard office and computer equipment and applications related to the work.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Business mathematics and basic statistical techniques.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Perform technical, detailed, and responsible law enforcement support work.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply, and explain rules, policies, codes, and procedures, including police terminology and law enforcement codes.
- Apply the basic functions, principles, and practices of municipal police services.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Understand and follow oral and written instructions.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Police Services Technician I/II: Equivalent to the completion of twelfth (12th) grade.

Police Services Technician I: Three (3) years of general office administrative or secretarial experience. College-level coursework or technical training in a related field and experience in dealing with the public are desirable.

Police Services Technician II: Two (2) years of experience performing law enforcement support duties equivalent to those of the class of Police Services Technician I. Completion of two years of college or possession of an Associate of Arts degree in Criminal Justice, Police Science or a closely related field may be substituted for the required law enforcement experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. May be required to operate a motor vehicle and visit various City and meeting sites. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.