



POLICE SERVICES REPRESENTATIVE

DEFINITION

Under direct supervision, provides assistance to Police Department personnel; performs a variety of specialized clerical and administrative tasks in the development, maintenance, retention and retrieval of Police Department records.

SUPERVISION EXERCISED

None; however, experienced incumbents may assist in training new Police Services Representatives.

EXAMPLES OF DUTIES

Duties may include but are not limited to:

Answer inquiries from the public and staff, both in person and over the phone.

Process a variety of police records, reports and materials including arrest reports, warrants, citations, crime and traffic reports, fingerprint cards, mug shots and vehicle storage/impound forms; proofread documents ensuring all pertinent information is accurately included.

Release requested reports and related information to the public and outside agencies ensuring compliance with established regulations, policies and law.

Prepare court filings.

Perform basic office support work such as filing and typing, data entry, modification and retrieval, answering phones and maintaining records.

Conduct record checks and researches files for requested information.

Sorts file, copy, distribute and mail crime reports, traffic reports, citations and other records; issue permits and licenses ensuring compliance with established procedures.

Accept subpoenas and bail payments, prepares receipts and other forms.

Provide relief support for other personnel, including jailer duties.

Provide care for infants and children awaiting transportation and accompanies offices when transporting female prisoners.

Perform related duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

Standard office procedures, methods and computer equipment.

Techniques used in dealing with the public and customer service.

Police Department rules, regulations, procedures and policies.

Ability and Skill to:

Operate office equipment including computers, copying machines and phone systems.

Respond to questions from the public and staff.

Communicate clearly both orally and in writing.

Work evenings, weekends and holidays.

Perform duties of an emergency worker in the event of a natural or other disaster.

QUALIFICATIONS

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

High School graduation and one (1) year general office and public contact experience. Bi-lingual skills highly desirable. Must satisfactorily pass a background investigation.

LICENSE OR CERTIFICATE

Must possess or have the ability to obtain an appropriate CA DL and a satisfactory driving record; American Red Cross certifications in C.P.R./ First Aid and Automated External Defibrillator (AED) Essentials.



ESSENTIAL JOB FUNCTIONS/A.D.A.

Ability to operate computer, calculator, telephone, portable radio, copying machine and cash register

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person

Ability to prepare reports, perform mathematical calculations, count money and sort/file documents

Ability to sit for two hours at a time

Ability to lift up to 15 pounds

Ability to climb a footstool or ladder for the purposes of retrieving records

Ability to get from one location to another in the course of doing business

