



Department:	Police
Bargaining Unit:	HPOA
Salary Range:	Q25
Last Revision:	July 2002

POLICE SERVICES OFFICER

DEFINITION

Under general supervision to perform a wide variety of responsible clerical and parking enforcement duties in the Police Services Unit of the Police Department; and to provide assistance and information to Department staff and the public.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Administrative Captain and other sworn staff.

Receives technical and functional supervision from the Police Services Supervisor.

Exercises no supervision.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES - Responsibilities and duties may include, but are not limited to, the following:

Operate various office equipment, including a computer, fax machine, copy machine, printer and typewriter.

Using the above equipment, enter, record and file a wide variety of police records, reports and materials, including memos, letters, reports, complaints, citations, crime reports and traffic collision reports.

Assemble, code, record and summarize a variety of police records data, including serious crime offenses, stolen vehicles, and other crime reports.

Sort, file, copy and distribute crime reports, traffic collision reports, citations, petitions and other materials to appropriate personnel.

Assist department personnel and the public in person and by telephone, including retrieving information and files, mailing out requested reports to other criminal justice agencies and the general public in accordance with established regulations, and providing general information regarding department policies, procedures and regulations.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Operate various computer programs, including word processing, spreadsheets, data bases and communications software to prepare various reports, records, memos, letters and other material, both for internal and external distribution.

Prepare and maintain the court calendar for officers; log subpoenas for service.

Receive and verify monies for crime reports; process and maintain related records for Finance Department.

Patrol city parking facilities and streets on foot and in a vehicle to enforce parking ordinances; monitor and document citations; respond to public concerns.

Report repairs of city traffic lights and signs to proper agency.

Maintain activity and citation logs; appear in court to present evidence for disputed citizens. Keep vehicle supplied for work shift; notify other staff of major repairs needed.

Communicate in both English and Spanish with citizens as needed.

May, if a female Police Services Officer, perform matron duties in the absence of a female Police Officer.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

English usage, spelling, grammar and punctuation.

Procedures and techniques for dealing with the public in a tactful, but firm manner.

Modern office procedures, methods and computer equipment.

Principles and procedures of records keeping.

City parking ordinances and enforcement.

Methods and techniques of documenting public citations.

Skill to:

Operate various office equipment, including fax machine, copy machine, computer, and printer.

Perform data entry at a speed necessary for successful job performance.

Ability to:

Perform general clerical work, including maintenance of police records and compiling information for reports.

Track written accounts of incident reports for use in court hearings.

Learn basic organization and functions of a municipal law enforcement agency.

Understand and carry out oral and written directions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Maintain accurate and legible field notes.

While not mandatory, it is highly desirable to be able to communicate effectively, both orally and in writing, in the Spanish language.

Work independently without close supervision.

Experience and Training Guidelines

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

Experience:

Two (2) years of responsible clerical experience in a modern office environment.

Training:

Equivalent to successful completion of the twelfth grade. (GED or High School Graduation)

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid California drivers license.

Special Requirements

Ability to pass a records check and fingerprinting.

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment; ability to sit, stand, walk, climb; exposure to cold, heat, noise, outdoors; ability to travel to different sites.

Effective Date: July 2002