

POLICE SERVICES TECHNICIAN II

Definition

Under general supervision, provides a variety of office support work to police staff and the public; prepares, processes and distributes a variety of reports, records and other documents following standardized instructions; and performs related work as required.

Class Characteristics

This class provides specialized office support work required for the Police Department. Responsibilities include extensive contact with the public, in person and over the telephone, to provide factual information, forms and reports. All activities must be performed within specified legal guidelines. This class is distinguished from Police Records Clerk I that the work requires an advanced knowledge of law enforcement policies and procedures in addition to standard office support skills. It further differs from Police Records Supervisor in that the latter is first level supervisory class, which directs the work of the Police Clerks in addition to acting as an Administrative Assistant for the Chief of Police.

Examples of Duties (Illustrative Only)

- 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 a variety of 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.
- Assists in the preparation and processing of a variety of reports and records, using a word processor and/or typewriter and following established formats.
- Distributes reports and records to the proper individual or agency, such as the District Attorney, City Attorney, Probation Department, Sheriff's Office or court, following established procedures
- Reviews departmental payroll records for completeness and accuracy, verifying regular, overtime and leave figures.
- Assists in maintaining P.O.S.T. certification, training and other departmental personnel records.
- Prepares a variety of correspondence, forms and specialized legal documents for departmental administrative and other sworn staff from drafts, previous documents or specific instructions; proofreads materials for correctness, compliance with departmental policies and procedures and correct English usage, spelling and grammar.
- Sorts and distributes departmental mail and processes outgoing mail on a daily basis.
- Maintains accurate departmental records and files.

Qualifications

Knowledge of:

- Standard office practices and procedures, including filing and the operation of standard office equipment.
- Business letter writing and the standard format for correspondence and reports.
- Applicable regulations, policies and statutes.

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- Business arithmetic.
- Correct English usage, including spelling, grammar and punctuation.
- Computer applications related to the work.
- Filing principles and practices.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.

Skill in:

- Performing detailed and responsible office support work.
- Applying and explaining policies, procedures and regulations.
- Analyzing and resolving various office administrative problems.
- Composing correspondence from brief instructions.
- Compiling and summarizing information to prepare clear and accurate reports.
- Maintaining accurate records and files.
- Understanding and following oral and written directions.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Typing or word processing at a rate of 40 net words per minute.

Education and Experience:

Equivalent to graduation from high school and two years of general office support or secretarial experience. Possession of a POST approved basic records certificate and POST approved Public Records Act certificate. College level course work or technical training in a related field and experience in dealing with the public are desirable.

Other Requirements:

Must pass a detailed background investigation.