



CLASS SPECIFICATION FOR:

Police Support Technician II

General Statement of Duties:

Performs a wide variety of responsible duties in support of the Division's Police Officers and assigned unit's operations; may work in the offices and/or field locations Countywide; performs related duties as assigned.

Distinguishing Features of Class:

Incumbents in this job classification may be assigned a variety of duties dependent on the assigned unit. Assigned duties may include creating crime prevention materials in various formats and mediums for crime prevention and other Division programs; conducting research and preparing reports; accessing crime reports for review, audit/quality assurance, data entry and reporting; answering citizens' call including triaging the call, completing incident reports and deploying officers if needed; providing daily care and feeding for animals in the care of the County's Animal Shelter including administering medicines as prescribed by the contracted veterinarian; cleaning animal cages and runs; monitoring the condition and health of animals; assisting with the return, adoption and disposal of animals, including carcasses; ensuring that vehicles and other Division equipment is properly serviced and maintained, including performing some basic or routine repair or maintenance work; performing general maintenance to the Division's firing range facility and grounds; and ensuring all firing range equipment is properly maintained, functioning and set-up for activities and use. A supervisor defines the incumbent's work objectives, priorities, and deadlines, but the incumbent plans and carries out successive steps and resolves problems independently. The incumbent uses judgment in interpreting and adapting guidelines to specific cases or problems. Information and material dealt with may sometimes be of a sensitive or confidential nature. Work is performed under general supervision of either a civilian or sworn employee. The employee may be required to wear a uniform, may work rotating shifts and may be transferred to various assignments requiring a change in work shifts and/or duties to meet the changing needs of the Division of Police.

Examples of Assigned Duties (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Develops or improves new and/or existing programs to increase the effectiveness of crime prevention services working closely with unit Officers and community stakeholders;
- Works with community special interests groups on efforts related to the unit's mission;
- Utilizes a variety of division-specific databases, software, applications and systems to enter and maintain records unique to the assigned unit;
- Utilizes the Police Reporting and Information Management Enterprise (PRIME) to access incoming Incident/Crime Reports (ICRs), audits codes used, enters data into Police Master Operation Index (PMOI) and performs quality control checks on data;
- Maintains data and various records, files paperwork and records, prepares related reports, and prepares performance criteria reports in accordance with all applicable policies and directives as directed;
- Researches customers' inquiries, requests and concerns, triages call for appropriate response; complete required incident/crime reports forms, makes appropriate recommendations for resolutions, or resolves the inquiry, request or concern within identified span of authority;
- Responds promptly and appropriately to customers' needs and inquiries using excellent interpersonal and communication skills;
- Provides daily care and feeding for animals in the care of the County's Animal Shelter including administering medicines as prescribed by the contracted veterinarian;
- Cleans animal cages and runs;
- Monitors and documents the condition and health of animals;
- Assists with the return, adoption and disposal of animals, including carcasses;
- Ensures that vehicles and other Division equipment is properly serviced and maintained, including performing some basic or routine repair or maintenance work;
- Prepares asset management paperwork; reports, and other documentation;
- Ensures all facility equipment is properly maintained and repaired, including performing the maintenance as qualified;



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Examples of Assigned Duties continued:

- Performs general facility maintenance to building and grounds at the Division's firing range which may include performing basic plumbing, carpentry, painting, electrical and/or mechanical routine maintenance or basic repairs as well as ground maintenance including mowing, trimming, range maintenance and janitorial duties;
- Sets-up, operates and maintains all equipment, including specialized equipment, assigned to a particular function/unit;
- Submits requisitions for supplies for the assigned, maintains inventories, and prepares related documentation;
- Manages and prioritizes work with regard to time, decisions, and seeking guidance from his supervisor;
- Adheres to all local and state laws and follow all rules, regulations, directives, and policies;
- Adheres to assigned work schedules with regular and reliable attendance;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Knowledge of the structure and operation of government, community agencies and the Division of Police; ability to research and appropriately solve (or refer) problems in response to a variety of inquiries and situations presented by the public, coworkers, Division staff, County employees and officials, and other non-County agencies; ability to work independently; ability to accurately and consistently interpret, apply and communicate complex laws, regulations and policies; excellent interpersonal and customer service skills; strong oral and written communication skills; ability to express ideas clearly and concisely, orally and in writing; ability to research, collect and maintain data, consider and weigh a variety of factors in making decisions or recommendations; ability to synthesize multiple types of complex data and provide the appropriate information, options or solutions; ability to systematically compile data and provide detailed records and reports as required; strong computer skills with ability to use computer and typical business software, proprietary software, and relevant applications necessary for entering, maintaining, researching and reporting division-specific data from division-specific databases and systems, and/or to prepare reports and various unit specific publications/materials; physical abilities and condition that permits the activities necessary in and inherent to the assigned duties and related activities and operation of equipment necessary to assigned duties; personal accountability including teamwork and establishing and maintaining positive relationships with stakeholders, customers and colleagues; ability to work independently; tact; and courtesy. May require knowledge of the proper care and feeding of a wide variety of domesticated animals as well as unusual species of pets that may be abandoned or left in the care of the animal shelter as well as ability to monitor the condition and health of animals and use handling devices in the capture and movement of animals. May require a sound knowledge of firearm, their care and maintenance as well as sound practices for handling the day-to-day activities at a firing range and general facility maintenance. If assigned, must be thoroughly familiar with all firing range safety rules including the function and operation of all weapons used. Must be able to positively and appropriately represent the Division of Police in all interactions with the other County agencies, the community and other stakeholders relevant to assigned unit. Requires ability to work a flexible schedule as needed.

Minimum Education and Experience:

Education: Graduation from high school or GED;

Experience: Three (3) years of experience relevant to assigned unit;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require valid driver's license to perform assigned duties or work at various assigned locations Countywide.
- May require a polygraph examination depending on specific assigned duties within the Police Division.