



CLASS SPECIFICATION FOR:

Police Support Technician I

General Statement of Duties:

Performs a wide variety of responsible duties in support of the Division's Police Officers and unit operations; performs related duties as assigned.

Distinguishing Features of Class:

Incumbents in this job classification may be assigned a variety of duties such as serving as the Division's courier for a wide variety of routine and confidential or sensitive deliveries at locations Countywide; entering and maintaining data, including confidential and or sensitive data, in proprietary databases such as VCIN and other division-specific files and systems; answering non-emergency calls and triaging for appropriate response; assisting with or processing of Division personnel's paperwork; assisting with the coordination or delivery of equipment; providing excellent customer service to the Division staff and the public; providing timely and appropriate customer service to walk-in customers as well as internal customers. Incumbents work under general supervision with responsibility for their own appropriate organization of assigned work tasks, preparing and maintaining related documentation and records, and the efficient use of resources, including anticipation of scheduling of workload problems to avoid delays or conflicts. 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):*

- Serves as the Division's initial point of contact for providing customer service with responsibility for answering phones, greeting callers and visitors, and maintaining building security by directing visitors to the proper information source;
- Serves as the Division's courier responsible for the timely and secure delivery of documents and packages as directed;
- Utilizes a variety of division-specific databases, software, applications and systems to enter and maintain records;
- 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;
- Performs various administrative tasks to include, but not limited to report writing, recordkeeping, and filing;
- Researches customers' inquiries, requests and concerns, 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;
- Prepares reports, correspondence, memos, and other documents as assigned;
- Operates and maintains all assigned equipment, including specialized equipment, assigned to a particular function;
- Collects monies, prepares receipts and reconciles monetary transactions;
- Requisitions 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



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Required Knowledge, Skills and Abilities continued:

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; 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. 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. Requires ability to work a flexible schedule as needed.

Minimum Education and Experience:

Education: Graduation from high school or GED;

Experience: Two (2) 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.