

Management of Emeryville Services Authority

Created: June 1997

Revised: October 2005

TITLE: Police Services Technician

Job Code: 1240

DEFINITION:

Under general supervision performs a variety of responsible administrative and technical duties in support of a full service police department; rotates assignments to include records and property management, dispatching, field duties,, evidence gathering, community relations and administration; performs related duties as required.

CLASS CHARACTERISTICS:

This classification includes positions allocated to a variety of administrative and technical support areas within the Police Department. Incumbents perform routine to difficult assignments within an assigned discipline while functioning within established guidelines. Decisions are made based upon training and experience and department policies and procedures in order to minimize liability and provide maximum safety to the public and co-workers. Specific positions may provide some lead/supervisory functions.

Duties and Responsibilities: The duties and responsibilities listed below are illustrative only and are not meant to be a full and exhaustive list of all of the duties and responsibilities of the classification.

Positions may rotate through assignments in order to gain functional knowledge and experience in the administrative support functions such as, records and property management, dispatching, field duties, evidence gathering, community relations and administration. The position's responsibilities includes:

Enforces state and local laws and ordinances.

Collects and analyzes a variety of data to support the various activities of the police department's crime enforcement, crime prevention and community services program.

Establishes and maintains files in area of assignment; enters information into logs, department computer system, works with various online systems with other agencies, personal computers; retrieves information and data; provides information and data to the public, various agencies and organizations as required.

Represents the City and police department at various community based meetings and programs; represents department in acquisition and service related activities with vendors.

Acts as the liaison with the community in such programs such as neighborhood watch, graffiti and performing security surveys.

Prepares a variety of reports and informational materials regarding department enforcement, prevention and community relations programs, and payroll activities.

Answers emergency and routine calls for service; collects information necessary for response; dispatches appropriate personnel to location or incident scene; responds to needs of officers involved in law enforcement related activities; responds to requests from the public; maintains composure during incident period and prioritizing tasks according to importance.

Works various hours including rotating shifts, holidays and weekend, and overtime as required.

Establishes and maintains effective working relationships with those contacted in the course of the work; assumes control of situations when necessary; requests intervention of sworn or supervisory personnel at appropriate time.

Operates a variety of equipment such as Computer Aided Dispatch (CAD) system, record management system (RMS), personal computer, on-line computer terminal, police vehicle, multiple-line telephone, police radio, traffic control devices, evidence collection devices and materials.

Assesses situations and makes appropriate decisions consistent with established guidelines and training.

Acts as the receptionist/answering point for the department and responds to requests from the public.

QUALIFICATIONS:

Knowledge of applicable rules, regulations, laws, codes and ordinances; philosophy, principles and practices, and operation of a full service police department; personal computers; basic mathematics including addition, subtraction, multiplication and division; the operation of a on-line CAD and RMS and personal computer systems; modern office practices and procedures including filing, indexing and cross referencing methods; correct English usage including spelling, grammar and punctuation; standard business and department report writing formats; safe work practices; effective methods of human interaction.

Ability to become proficient in all administrative support functions of the classification; maintain confidentiality of information received during the course of work; learn and apply department, City, state and federal rules, regulations, codes, ordinances and laws; make mathematical calculations; multitask and prioritize assignments; operate various tools and equipment including police radio, multi-line telephone, and CAD/ RMS system; handle difficult public contacts; prepare a variety of reports and written documents; establish and maintain

effective working relations with those contacted in the course of the work; work various hours including rotating shifts, holidays and weekends and overtime as required; communicate clearly and effectively both verbally and in writing; input, access and retrieve data from an on-line, CAD/ RMS and personal computer system; obtain and maintain a California drivers license with a satisfactory driving record; read street maps; learn locations of streets and highways, residential and commercial areas of the City; work with minimal supervision; perform related duties as required.

EDUCATION/EXPERIENCE:

Any combination of education and experience that would likely produce the required knowledge and abilities is qualifying. A typical way to qualify is:

Equivalent to high school diploma and computer experience.

Licenses/Certifications:

Possession of a valid California drivers license with a satisfactory driving record by date of appointment.

Position also require a background check and pre-employment medical examination.

Special Requirements:

Must be sufficiently physically active to perform the physical duties of the job. The job entails the frequent lifting, carrying pushing and pulling of objects weighing up to 50 pounds; occasional to frequent sitting, standing, walking, bending, reaching above the shoulder, below the shoulder, at the shoulder; frequent simple and firm grasping with both hands; near and far, color and horizontal vision used frequently; repetitive foot motions of both feet infrequently to frequently depending on assignment; hearing sensitivity utilized frequently. Some assignments require exposure to a variety of weather conditions.