



POLICE SUPPORT SPECIALIST

Job Description

The job description does not constitute an employment agreement between the City and employee and is subject to change. The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

Class Title:	Police Support Specialist	Effective Date:	July 1, 2021
Working Title:	Police Support Specialist	Type:	Represented by Keizer Police Assoc.
Department:	Police	Supervisor:	Support Services Supervisor
FLSA Status:	Non-Exempt	Supervises:	None

CLASSIFICATION SUMMARY

This front office position is responsible for complex, clerical, and technical work involving extensive computer entry, retrieval, and distribution of sensitive and confidential information, front office reception, providing customer service and resources to citizens, employees, and other agencies both in person and by telephone and responsible for receiving, routing, filing and computer entry of all police incident reports and associated documents in a timely manner. The position utilizes accurate and established filing and database methods and coding to ensure accurate, complete, and detailed records of events and to enable retrieval of information as needed for criminal justice purposes. Personal conduct and behavior (on-duty and off-duty) must be such that it builds public confidence in the agency and its members.

SUPERVISION

Not a supervisory position.

PHYSICAL DEMANDS – SAFETY – WORKING CONDITIONS

The physical demands (including lifting, mobility, movement, and manual dexterity), work environment and working conditions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

In the performance of job duties, the employee is frequently required to sit; talk or hear; walk; use hands to finger, handle, or feel objects, tools, or controls; bend; and reach with hands and arms. The employee must lift and/or move up to 30 pounds and infrequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close, distance, color and peripheral vision; depth perception; and the ability to adjust focus. Manual dexterity and coordination are required to perform the work. These abilities are necessary to use a computer and various software programs, calculator, phone, copy and fax machines, and other related tools and equipment.

Safety

Employees must maintain a safe work environment by complying with City and Department safety policies and rules and by practicing safety while performing the essential functions of the position.

Working Conditions

In the performance of the job duties, the employee will perform the majority of this job in an office environment under usual office working conditions. Work is also performed in numerous meeting settings in offices, conference rooms, and public spaces. The noise level in the work area is typical of most office environments, with telephones, frequent interruptions, and background noises. Duties include contact with employees and members of the public in conflict situations.

May occasionally work in outside weather conditions with moderate noise levels. Risk of exposure to bloodborne pathogens and disease. Occasional overtime may be required.

ESSENTIAL FUNCTIONS – DUTIES & RESPONSIBILITIES

An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks which an employee may be expected to perform. Duties and responsibilities are subject to change by the employer as the needs of the employer and requirements of the job change.

It is the responsibility of every employee to represent the City of Keizer by responding to the public, citizens, its employees, and others promptly, professionally and with courtesy. This includes regarding everyone, internal and external, as a customer and delivering the best service possible in a respectful and patient manner. Additional responsibilities include assisting other staff in the performance of their duties as assigned, maintaining regular job attendance and adherence to assigned working hours, and operating a motor vehicle safely and legally while on City business.

100% Job Duties

Receives and disseminates information, requests, and other communications from the general public, other governmental agencies, and to appropriate department personnel in a timely and concise manner; receives and distributes departmental written communications and daily mail.

Receives calls for service and dispatches low-priority calls.

Receives requests for police reports and collects fees for same. May independently process such requests and/or route/mail copies of approved incident reports and related documents to appropriate requestors, outside agencies, applicable courts, insurance companies, and citizens.

Processes Impounded Vehicle Notices, collects fees, and related documentation per City ordinance.

Processes registered Sex Offenders, photographing, and documenting their identity and residence and reporting data to the Oregon State Police.

Performs background requests for police clearance letters, military service, other law enforcement and government agencies, etc. as directed.

Receives and manages the day-to-day flow of paperwork throughout Support Services; assists department members in locating written and computerized information as requested.

Enters police reports and traffic citations into the records management system ensuring accuracy and quality of each record.

Enters, updates, and removes data for missing persons, stolen vehicles, stolen and recovered property, etc. into State and National Computer Systems as required.

Maintains Officer Court Calendar and distributes subpoenas to personnel ordered to appear before the courts, in a timely manner.

Performs document imaging process for record retention and retrieval.

Assists in training new personnel.

Participates in the purging and archiving of police files at the direction of the Support Services Supervisor.

Directs activities of volunteers within Support Services as necessary and acts as Notary Public if properly trained/certified to do so.

Participates in community policing activities and goals.

May act as Law Enforcement Data System (LEDS) representative / Criminal Justice Information Standards (CJIS) Terminal Agency Coordinator.

May provide support for Property and Evidence as needed.

MINIMUM QUALIFICATIONS

Education & Experience

High School Diploma or equivalency and a minimum of two years of experience in a police records or public safety environment or any equivalent combination of education and experience that provides the knowledge, skills, and abilities to perform the essential functions and responsibilities of the position.

Skill & Ability

- Verbal and written fluency in English language.

Licenses, Certifications & Other Requirements

- Pass a comprehensive background investigation.

ADDITIONAL QUALIFICATIONS**Knowledge**

- Ordinances, statutes, laws, policies, and procedures related to document processing and police records.
- Protocols and administrative rules for release of information contained in various databases and systems.
- General law enforcement procedures, policies, and terminology.
- Confidentiality with excellent judgment in regard to disclosure issues.
- Business English composition, spelling, and punctuation.
- Modern office operations and equipment, including accurate keyboarding with proven computer skills in data entry, word processing, database, and spreadsheet applications.

Skill & Ability

- Effectively communicate orally and in writing with public and interdepartmental contacts.
- Explain complex laws and statutes to persons of varying backgrounds and educational levels.
- Operate, extract, and input data from and into multiple computer systems with a high level of keyboarding accuracy. Demonstrate high levels of proficiency with Law Enforcement and Criminal Justice computer programs.
- Perform multiple duties simultaneously and accurately under strict timelines and stressful conditions.
- Assess priorities and efficiently prioritize tasks.
- Maintain confidentiality.
- Diffuse difficult situations; deal with angry or hostile persons of varying backgrounds, educational levels, and mental statuses.
- Exercise tact, diplomacy, and persuasion with diverse customer base.

Licenses, Certifications, & Other Requirements

- Required at time of appointment: possession of Law Enforcement Data System (LEDS) certification and Criminal Justice Information Services (CJIS) clearance or must obtain both within 90 days. Must be maintained during employment.
- Required within six months of hire: NIMS IS 100 and 700 certifications.
- Bi-lingual skills desirable.