



City of Keizer

EMPLOYMENT OPPORTUNITY

JOB CLASSIFICATION: Police Support Specialist

DEPARTMENT: Keizer Police Department

PAY RANGE EFFECTIVE 07.01.07: \$3,350.53 – \$4,369.73* Monthly + benefits

WORK HOURS: Monday thru Friday, 0800 to 1700

**New employees typically start at the lower end of the pay range, depending on experience and qualifications.*

<p>JOB SUMMARY</p>	<p>The City of Keizer invites qualified candidates to apply for the position of Police Support Specialist. This administrative 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.</p>
<p>TO QUALIFY</p>	<ul style="list-style-type: none"> ▪ High School graduate or GED equivalency; ▪ Minimum of two years experience in police records or public safety environment; <u>OR</u> ▪ Any equivalent combination of education and experience that provides the knowledge, skills, and abilities to perform the essential functions and responsibilities of the position; <u>AND</u> ▪ Verbal and written fluency in the English language. ▪ Must pass a comprehensive background investigation.
<p>OTHER INFO</p>	<ul style="list-style-type: none"> ▪ Possession of or ability to acquire and maintain Law Enforcement Data System (LEDS) Certification as soon as practicable after hire. ▪ Required within six months of hire: NIMS ICS 100LE and 700 Certifications. ▪ Bilingual English/Spanish candidates are encouraged to apply.
<p>BENEFITS</p>	<ul style="list-style-type: none"> ▪ Medical, Dental, Vision, and Prescription ▪ Vacation, Sick, Holiday, and Personal Leave ▪ PERS Retirement Plan ▪ Deferred Comp with City Match (up to 6%) ▪ Retirement Health Savings Plan (1%) ▪ Language and Education Incentives ▪ Life Insurance and Long-Term Disability ▪ Employee Assistance Program ▪ Health and Wellness Program & On-Site Employee Only Fitness Center ▪ Annual Clothing Allowance

<p>How To APPLY</p>	<p>Submit a completed City of Keizer Employment Application <u>and</u> Letter of Interest explaining why you want to be a Police Support Specialist at the City of Keizer to the City's Human Resources Department.</p> <p>Employment applications are available in printed format at City Hall, 930 Chemawa Road NE, Keizer or electronically by clicking here.</p> <p>Applications may be delivered via:</p> <ul style="list-style-type: none"> ▪ e-mail to hr@keizer.org; ▪ fax to (503) 856-3445; ▪ postal mail to PO Box 21000, Keizer, OR 97307-1000; ▪ hand delivery to City Hall located at 930 Chemawa Rd NE, Keizer, Oregon <ul style="list-style-type: none"> ▪ Veterans who wish to request Veteran's Preference must complete the Veteran's Preference Form and provide the required supplemental paperwork. The Veteran's Preference Form is available in printed format at City Hall or by clicking here. ▪ For additional information, please call Human Resources at (503) 856-3430 or send an email to HR@keizer.org.
<p>CLOSING DATE</p>	<p>*Tuesday, June 27th, 2017 at 5:00 PM</p> <p>All application materials must be received prior to the deadline. Postmarks will not be accepted as proof of meeting deadline. Faxed applications must be received prior to the deadline and followed up with signed original by mail or in-person delivery.</p> <p><i>*Materials that are late or incomplete will not be eligible for consideration.</i></p>
<p>SELECTION PROCESS</p>	<p>Evaluation of all application materials will be conducted to determine candidates who will receive further consideration, including interview process. If you wish modification of this selection process to accommodate a disability, please make your request in writing and submit it with the required application materials.</p> <p><i>Employment offer contingent upon successful completion of a drug test.</i></p>
<p>STATUS UPDATES</p>	<p>Applicants selected for an interview will be contacted by phone, e-mail, or postal mail. Due to the volume of applications we receive, we are not able to confirm receipt or provide status personally to each applicant at this time. To check the status of this recruitment visit https://www.keizer.org/Current-Openings. Each recruitment is updated as the status changes.</p>

EMPLOYMENT INFORMATION

Thank you for your interest in employment with the City of Keizer

The City of Keizer is located in the beautiful Willamette Valley with Oregon's largest city, Portland, to the north, and the state capitol, Salem, bordering Keizer to the south. Oregon coastline and mountains are located just west and east of Keizer. Our weather is moderate throughout the year with summer temperatures in the 70's and 80's. Keizer's population is greater than 37,505 and is the 13th largest city in Oregon. In spite of its growth since the 1990's, Keizer continues to preserve its small-town pride by supporting many volunteer organizations and community-wide events, such as the Iris Festival, the Miracle of Christmas lighting display, concerts in the parks, and the Keizer Art Walk. Opening for the first season in 1997, Keizer is home of the Volcanoes, a Minor League Baseball team affiliated with the San Francisco Giants.

The City of Keizer is a great place to work! We strive to create a relaxed and friendly environment. We pride ourselves on providing top-notch customer service to everyone who walks through our doors as well as to our coworkers. Within City Hall, Police Department and Public Works, we have a total of 93 employees.

The **Keizer Police Department's** mission is to help the community maintain order while promoting safety and freedom and building public confidence. The department is staffed by 37 sworn officers and 7 full time civilian employees. The department has three divisions: Patrol, Criminal Investigations, and Support. There are several units among the divisions, including Patrol, K-9, Community Response, Traffic Safety, School Resource, Detectives, Police Support and Property & Evidence, Reserves, and Cadets.

Social Security Exemption – Full-time and part-time employees for the City of Keizer are **exempt** from Social Security Tax.

Drug Free Workplace – The City of Keizer is committed to maintaining a safe and healthy workplace free from the influence of alcohol and drugs. Any offer of employment made to a potential new employee will be contingent upon the applicant passing a drug-screening test, and, as required by law or CBA, some current employees will be required to participate in random, reasonable cause and post-accident drug and/or alcohol screening during the course of employment.

Immigration Law – In accordance with the Immigration and Reform Control Act of 1986, employment of any individual will be contingent upon presentation of acceptable documents verifying identity and eligibility for U.S. employment.

Equal Employment Opportunity – The City of Keizer is dedicated to a policy of equal opportunity in employment without regard to race, religion, sex, national origin, age, marital status, or disability.

Veteran's Preference – The City of Keizer is proud that many of our employees are veterans. We support Oregon's Veteran's Preference law by providing a method for qualified candidates to request preference in the hiring process.

Keizer is a place where you can make a difference!

***** The City of Keizer is An Equal Opportunity Employer Committed to Diversity *****
ADA Accommodations Will Be Provided Upon Request

*The information provided above or as part of the Job Announcement is not an implied contract
and may be modified or revoked without notice.*



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, 2017
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 administrative 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.

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 customers 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 visa clearances, 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 LEDS representative/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 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

- Possession of or ability to acquire and maintain Law Enforcement Data System (LEDS) Certification as soon as practicable after hire.
- Required within six months of hire: NIMS ICS 100LE and 700 Certifications.
- Bi-lingual skills desirable.