



POLICE SERVICES ASSISTANT SENIOR POLICE SERVICES ASSISTANT

DEFINITION

Under general supervision, performs a variety of administrative support duties requiring knowledge of police records systems while also accepting payments and providing customer service.

SUPERVISION EXERCISED

None as Police Services Assistant. Senior Police Services Assistant provides functional supervision of Police Services Assistants.

EXAMPLES OF ESSENTIAL DUTIES

Duties may include but are not limited to:

Answer inquiries from the public, both in person and over the phone, direct customers to appropriate staff member and take messages.

Sort and distribute mail, file documents and order supplies; file confidential information.

Schedule meetings, appointments, facility tours and hearings.

Accept cash, checks and credit cards for payment, enter data to post transactions and prepare pre-deposit documents for same.

Type, transcribe, proofread and process a variety of Police related documents including reports, memos, general correspondence, sex, drug, arson and gang offender registrants.

Process livescan fingerprint cards, citations and court paperwork and enter applicable data.

Research and prepare statistical reports.

Register drug and other offenders in data bases.

Prepare reports and paperwork required by courts; serve as Court Liaison.

Coordinate activities and information with agencies and individuals including but not limited to California Highway Patrol, Parole, Probation, insurance companies, and attorneys.

May appear in court.

Perform matron duties.

Order supplies.

Perform related duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

Standard law enforcement office procedures, methods and computer equipment.

Basic cashiering and fiscal record keeping.

Proper English grammar, punctuation, sentence structure and spelling.

Techniques used in dealing with the public and customer service.

Ability and Skill to:

Operate office equipment including computers, copying machines and equipment such as law enforcement teletype and radios.

Accurately type 45 words per minute and enter and tabulate data.

Respond to questions from the public and staff.

Accurately perform basic mathematical calculations.

Plan and organize work to meet schedules and timelines.

Communicate clearly both orally and in writing.

QUALIFICATIONS

Any combination of education and experience that would provide the required knowledge, abilities and skills is qualifying. A typical way to obtain the qualifications would be:

Police Services Assistant: High School Diploma and two (2) years general office experience.

Senior Police Services Assistant: In addition to the above, at least three (3) years experience as a Police Services Assistant or equivalent.

LICENSE OR CERTIFICATE

Possession of a valid Class C California Driver's License and a good driving record. Possession of the Peace Officers Standards and Training (POST) Certification as a Records Clerk within one year of appointment.

ESSENTIAL JOB FUNCTIONS/A.D.A.

Essential job functions and A.D.A. requirements include:

Ability to operate computer, calculator, telephone, portable radio, copying machine and cash register.

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person.

Ability to prepare reports, perform mathematical calculations, count money and sort/file documents.

Ability to sit for two hours at a time.

Ability to lift up to 15 pounds.

Ability to climb a footstool or ladder for the purposes of retrieving records.

Ability to get from one location to another in the course of doing business.