

City of Springfield, Oregon: POLICE PROGRAM TECHNICIAN

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Representation: SPA	FLSA: Non-Exempt
Job Code: 201340	Grade/Range: 213
	Effective Date: July 2008

General Summary of Duties

Under general direction, incumbents are responsible for performing technical, and administrative support to department management staff. Incumbents write reports, maintain records, receive and process non-emergency calls for police services, and perform clerical and receptionist duties. Incumbents may serve in a lead clerical function which requires additional knowledge of the area of assignment. Performs related duties as required.

Distinguishing Characteristics

Incumbents are responsible for providing complex and confidential administrative support to department staff. This position is distinguished by the increased level of participation in management or program activities requiring a working knowledge of the organization, programs and procedures. Incumbents in this position use independent judgment in developing work methods and procedures. Assigned duties may include administrative and technical tasks, providing guidance or lead direction to volunteers, monitoring or preparing schedules which require a thorough knowledge of City and Department policies, procedures, programs and software programs.

This classification is comparable to the Police Records and Communication Specialist classification. However, the Police Records and Communication Specialist handles both emergency and non-emergency calls, and performs work following established policy and procedures. Police Investigations Program Technicians typically handle non-emergency calls, and complete less-structured assignments and projects with more independent discretion and judgment.

Supervision Received and Exercised:

Reports to Police Captain, Police Sergeant, or other supervisory personnel. Does not directly supervise. May provide lead direction to volunteers, including cooperative work experience (CWE) students and interns.

Essential Job Functions: Any one position may not include all of the duties listed nor do the listed examples include all tasks, which may be found in positions of this class.

- Enters, audits, researches, retrieves and updates department, local, state, and national law enforcement records using local, state and national PC and mainframe computer networks such as the Bureau's Case Management System.
- Completes police reports and other department reports or documents using standardized report forms or templates.

- Coordinates, and initiates, various levels of administrative support for routine department program activities such as voucher preparation and entry for the billing system or bad check complaints for investigation.
- Coordinates resources and schedules, gathers and compiles data, monitors timetables and provides other administrative support for special projects assigned by the Chief or other supervisory staff. Example: coordination of the internal deployment of a regional database between law enforcement agencies and local pawn shops in order to track stolen property.
- Responds to non-emergency phone contacts and provides information, referral services, or police assistance; answers a range of calls that include upset, angry, and/or abusive callers; provides assistance to callers who speak little or no English; operates a Text Telephone (sometimes referred to as a TDD or TTY) to process calls from the hearing impaired public; transfers emergency calls directly to a Dispatcher, if possible, or may enter data in the computer and then transfers the information to the Communications Center; initiates and returns calls as required.
- Provides services to department visitors who approach the reception counter to request police assistance, discuss crimes and other police-related matters, or obtain other information.
- Types departmental correspondence and reports, receives dictation using a transcribing machine and produces a final copy, and operates departmental office equipment to include telephones, computers, typewriters, FAX machines, photocopiers, and Text Telephones.
- Participates in/on a variety of meetings, task forces, and/or other related groups in order to receive and convey information; may represent the department in technical information services meetings with other law enforcement and/or government agency meetings.
- May assist investigators with the photographing of physically injured victims; may assist in the processing of prisoners of the same gender.
- May train department staff on basic to intermediate administrative or computer procedures. Examples: entering data into an online form, and accessing and using regional databases such as OffenderTrak.
- May provide lead direction to CWE (Cooperative Work Experience) students and interns, and assign and review work.
- Conducts routine checks of supplies and equipment, and maintains records of usage of same. Contacts distributors for price/quantity information. Coordinates with Purchasing for purchase order processing.
- Performs related duties of a similar nature of level.

Qualifications

Knowledge:

- Knowledge of complex administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, and other office procedures and terminology.
- Knowledge of the role of law enforcement in the community.
- Knowledge of social service agencies and the basic assistance that they provide.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of basic arithmetic.

Ability

- Ability to listen to and understand information and ideas presented through spoken words and sentences.
- Ability to communicate information and ideas in speaking so others will understand.
- Ability to speak clearly so others can understand.
- Ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

- Ability to read and understand information and ideas presented in writing.
- Ability to communicate information and ideas in writing so others will understand.
- Ability to concentrate on a task over a period of time without being distracted.
- Ability to perform multiple tasks, and shift attention quickly without loss of accuracy.
- Ability to perform duties efficiently in an operation with varying degrees of stress.
- Ability to learn and utilize general business office software such as Microsoft Office sufficiently to perform assigned duties.
- Ability to learn and utilize assigned business or industry specific software or database systems such as AIRS, OffenderTrak, Adobe Acrobat, MS Access or Dreamweaver.
- Ability to maintain confidentiality.
- Ability to apply customer and personal services principles and processes including using tact and courtesy in varying situations, interacting harmoniously with co-workers, other agencies, and the public.
- Ability to monitor personal performance and that of other individuals, or programs to recommend improvements or corrective action.

Experience and Training: Any equivalent combination of education and experience which provides the knowledge, skills and abilities required to perform the job. A typical way to obtain the knowledge, skills and abilities would be:

High School Diploma, or G.E.D., completion of job-related training or coursework, plus related work experience, typically three years in administrative support positions of increasing complexity, with at least one year in a confidential work environment or any combination of experience, education or training that provides the required knowledge, skills, or abilities to successfully perform the essential duties of the job such as listed above. Two years of college with work-related coursework, may be substituted for two years of the required experience.

Required Special Qualifications

To ensure basic rights to privacy, and because some of the employees in this classification may be required occasionally to conduct searches of women prisoners, gender will be a bona fide occupational qualification (BFOQ) in the filling of certain vacancies in this classification. If a BFOQ is required by current staffing needs, it will be conspicuously noted in the recruitment process.

Appointees must become certified in the use of the Law Enforcement Data System (LEDS) within 6 months of hire.

Police Department employees hired after June 1986 must refrain from the use of tobacco products while on duty.

Working Conditions

Generally, work is performed in an indoor office setting, although events or meetings may be conducted outdoors, and attendance at such events may also require periods of standing or walking. When working in the office, incumbents typically work at a desk, sitting for extended periods of time with the ability to move about at will. Standard office equipment, a computer and a variety of office software is used to enter and retrieve data and produce reports and presentation materials, and requires continuous or repetitive arm-hand movements. Incumbents learn new job-related material through oral and/or written instruction in an on-the-job setting, through structured classroom training, and by reading and comprehending written material and making inferences from the contents. Verbal communication includes giving instructions, providing information and responding to questions conducted face to face, on the telephone, and in group meetings. Incumbents are confronted with individuals, materials, and job content that may be considered violent, graphic or offensive. Travel by automobile may be required.

Classification History:

2008.06 – New classification and grade placement; content derived from Police Secretary classification.