

POLICE SUPPORT SERVICES TECHNICIAN

DEFINITION

Under supervision, performs a variety of specialized clerical duties in support of police operations; including records storage and retrieval, information dissemination to the public and law enforcement agencies regarding police cases.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from a Records Supervisor. This class leads and provides instruction to Police Support Services Clerks; this class does not exercise supervision.

DISTINGUISHING CHARACTERISTICS

Police Support Services Technician is the lead class of the Police Support series. Incumbents of this class perform a variety of office support and clerical duties specific to the Records Unit of the Police Department. Incumbents perform complex data entry, report compilation and preparation, training and lead duties, and works at a public counter. This class is distinguished from Police Support Services Clerk in that incumbents of the latter do not have lead responsibilities. This class is distinguished from the Records Supervisor class in that incumbents of the latter are first line supervisors.

Incumbents of this class may be required to work weekends, holidays or nights.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

(may include, but not limited to, the following:)

Provides lead instruction; schedules, assigns, and inspects the work of subordinate staff.

Performs a variety of complex clerical activities in support of records operations, which may include: data entry into Local/State/National databases, review of case documents, filing, processing mail, and other related activities.

Responds to requests for information from the public and outside agencies; answers questions and/or responds to inquiries requiring the interpretation of policies and procedures; directs callers to appropriate internal departments and/or external organizations or personnel.

Prepares, files, retrieves and disseminates a variety of routine and/or confidential correspondence, documents and informational materials.

Prepares and proofreads a variety of information to ensure compliance with department standards.

Enters a variety of complex information into applicable records management systems;

assembles, codes and records a variety of police data.

Process actions related to impounded vehicles.

Compiles and organizes a variety of data and information utilizing information from databases, paper records and files, and/or other applicable sources.

Queries and researches a variety of information in various law enforcement specific databases.

Provides instruction to subordinate staff on proper work methods and procedures.

Compose correspondence and brief reports.

Retrieves archived records.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Customer service principles and practices.

Law enforcement computerized information systems.

Police procedures and terminology.

Proper English grammar, usage and spelling.

Filing and recordkeeping principles and practices.

Modern office equipment and procedures.

Ability to:

Provide lead instruction, train, and assign the work of subordinate staff.

Read and apply rules, policies and procedures.

Use computers and applicable software applications.

Utilize numerous law enforcement databases.

Prepare and maintain accurate records.

Maintain confidentiality, and use sound judgment in handling sensitive materials.

Deal tactfully and courteously with the public and other staff.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate effectively orally and in writing.

MINIMUM QUALIFICATIONS

Education:

Possession of High School Diploma, or GED;

AND

Experience:

One (1) year of experience as a Police Support Services Clerk with the City of Fresno; or three (3) years of experience performing responsible clerical work in a position having substantial public contact, one (1) year of which included records maintenance.

Special Requirements

Possession and continued maintenance of a valid California Driver's License at time of appointment.

Must be able to type 40 net words per minute.

Will be required to successfully pass a California Department of Justice certification on statewide law enforcement data base systems prior to the end of the probation period. Failure to obtain the required certification will be cause for termination from this class.

Successful completion of an extensive background investigation.

APPROVED: (Signature on File) DATE: 11/15/2018
Director of Personnel Services

New: 11/12/18