



Range: SG-5
FLSA: Non-Exempt
Date: May 24, 2017

POLICE SUPPORT SERVICES TECHNICIAN

DEFINITION

To perform a variety of record keeping duties including data entry, maintaining and retrieving technical information from computerized criminal justice information systems, and preparing reports within the police department.

SUPERVISION RECEIVED AND/OR EXERCISED

Receives general supervision from the Communications Supervisor.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

1. Answer inquiries regarding police records from department personnel and other agencies regarding criminal activity information such as local warrants and bookings. Deal effectively and tactfully with the public, media representatives and other agencies. Resolve issues and concerns for citizens and organizations that are not directly law enforcement related.
2. Handle all requests for report information (per Privacy and Security Guidelines) as well as requests for general information and direction. Communicate clearly and effectively with officers and the public as it relates to records procedures and case status.
3. Perform queries and data entry of criminal activity information into computerized criminal justice information systems.
4. Retrieve information from computerized systems and release it under court orders.
5. Receive and record all citations, reports, arrest records, subpoenas and requests into the police records system.
6. File police reports documentation and correspondence.
7. Prepare and compile a variety of statistical and crime reports as required and requested.
8. Perform other related duties and responsibilities as assigned and/or required.
9. Collect fees and perform accounting and reporting responsibilities in accordance with procedures.
10. Act as department answering point and receptionist for public and outside organizations, and coordinate response or referral to correct agency.
11. Conduct record checks for criminal justice agencies; initiate and maintain arrest jacket files.
12. Provide copies and notify parties as required for records management; review and edit reports released to the public.
13. Maintain or perform website content function within assigned role.

QUALIFICATIONS

Knowledge of:

- Basic knowledge of typing, record keeping and filing.
- Computerized criminal justice information systems.
- Federal, state and local regulations regarding criminal justice records and victim's rights laws.
- City and county court procedures regarding criminal records.

Ability to:

- Work in organized team efforts and assist in problem solving work related issues for continuous improvement in work efforts.
- Encourage and facilitate environment for building team efforts and problem solving of work related issues by employees.
- Ensure necessary training and other technical support for building an environment that encourages teams and continuous improvement.
- Use good judgment in performing data entry of technical information and responding to court orders.
- Retrieve and verify technical data on computerized systems.
- Compile reports, bookings and transmittals for proper court system.
- Work under pressure and make sound decisions in time-limited situations where accuracy is essential.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with department personnel as well as other outside contacts.
- Type a minimum of 35 WPM accurately.

EXPERIENCE AND TRAINING GUIDELINES:

Any combination of experience and training that would likely provide the required knowledge and abilities as qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One-year clerical or administrative experience involving extensive public contact, preferably in a law enforcement environment.

Experience in using computers or related automation technology and administrative processes; prefer supplemental clerical courses or technical training.

Training:

Equivalent to the completion of twelfth grade and one-year experience in data entry and the use of word processing equipment.

Background:

Ability to successfully complete an extensive background check including a polygraph examination.

License or Certificate

Possession of, or ability to obtain valid Arizona driver's license
Arizona Criminal Justice Information System Terminal Operator Certification

WORKING CONDITIONS

Environmental Conditions:

Office environment may be exposed to some excessive noise, unusual fatigue factors, and electrical energy.

Physical Conditions:

Essential and other important responsibilities and duties may require maintaining physical condition necessary for sitting for prolonged periods of time and working closely with others; lifting moderate to heavy boxes and equipment; general manual dexterity.