

## **POLICE SERVICES ASSISTANT**

### **DEFINITION**

Under general supervision, performs a variety of comprehensive non-sworn activities in support of the Police Department, including patrol, investigations, and completion of police reports on a wide variety of law enforcement programs, projects, and services; responds to public requests; coordinates and schedules preventative maintenance and repair of police vehicle fleet, and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or management personnel. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

This is a non-sworn, journey-level class within the Police Department. Incumbents perform various administrative, and investigative duties in support of designated program activities and are responsible for providing administrative-level support to the assigned management staff in a variety of areas. Successful performance of the work requires knowledge of Police Department functions and activities and the ability to perform investigative duties independently.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Provides comprehensive non-sworn staff support to the Police Department on a wide variety of programs, projects, and services.
- Provides services to the public regarding traffic accidents, crime reports, or related services at a public counter and over the telephone; determines the nature of the contact; provides general information regarding department policies, procedures, and regulations, including responding to complaints, requests for information, and requests for service in person and by telephone.
- Performs crime scene investigation including, photographing and recoding crime scenes utilizing 35mm and video cameras; collecting, preserving, and booking evidence into property; interviews victims, witnesses, suspects, and references to obtain details, admission, and leads.
- Coordinates and schedules maintenance and repair of police vehicles with outside vendors; contacts vendors for estimates; delivers and picks up vehicles and equipment for service.
- Inspects and evaluates the work of vendors while in progress and upon completion to assure that repair and maintenance activities are performed in accordance with City standards and specifications.
- Develops and coordinates regular inspection and maintenance schedules of vehicles and equipment.
- Responds to non-injury or minor injury traffic collisions, obtains statements from involved parties, and completes standard police reports for review by sworn officers; provides traffic control; provides for the towing and storage of vehicles as necessary.

- Takes information from the public regarding criminal activity, such as thefts, accidents, lost and found property, and other incidents that do not require the presence of a sworn law enforcement officer at the scene; completes standard police reports for review by staff supervisors.
- Enforces parking ordinances, writes parking citations.
- Enforces and ensures compliance with a variety of Federal, State, and local laws, codes, and regulations related to nuisance abatement; writes warnings and citations as necessary; schedules follow-up inspections.
- Prepares and processes a variety of reports and records and follows established formats, distributes to the proper individual or agency, files reports, and maintains automated or manual logs of departmental actions.
- Maintains accurate departmental and law enforcement records and files; researches and compiles information from such files.
- Interprets Federal, State and local legislation, policies, laws, codes, and regulations; researches, analyzes, and coordinates their application to the City's operations.
- Participates on a variety of interdisciplinary meetings and represents the City to the community and other organizations.
- Communicates orally, in writing, or through reports with colleagues, managers, the public, organized employee groups, and representatives of various organizations.
- Issues parking citations; tows and arranges for storage of impounded vehicles.
- Testifies in court as necessary.
- Performs additional duties as needed in the absence of assigned police support personnel.
- Performs other duties as required.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic functions, principles, and practices of law enforcement agencies, including crime scene investigations and evidence retention practices and regulations.
- Police terminology and law enforcement codes.
- Applicable Federal, State, and local codes, regulations, and departmental policies, technical processes and procedures.
- Basic arithmetic and statistical techniques.
- Business letter writing and the standard format for reports and correspondence.
- Modern office practices, methods, and computer equipment and applications related to the work, including graphics, spreadsheets, and database applications.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

### **Ability to:**

- Understand the functions, principles, and practices of municipal police services.
- Obtain necessary information from individuals in stressful or emergency situations.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, codes, regulations, and departmental policies and procedures.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action.
- Prepare clear and effective reports, correspondence, and other written material.
- Organize, research, and maintain technical and administrative files.

- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

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

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade supplemented by specialized training in public safety support services or a related field and one (1) year of experience in a clerical or technical position related to law enforcement or criminal justice.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

**PHYSICAL DEMANDS**

Must possess mobility to work in the field and in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, drive on surface streets, and make crime scene investigations; strength, stamina, and mobility to perform light physical work; vision to read printed materials, a computer screen, and examine evidence; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking uneven terrain and landscapes when performing investigations. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate crime scene investigation related tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and investigate crime scenes. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees partly work in the office and partly in the field and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, mechanical and/or electrical hazards, hazardous physical, and biological, and chemical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.

**WORKING CONDITIONS**

May be required to work a varied schedule of hours, which may include evenings, and/or weekends.