

POLICE SUPPORT SPECIALIST

\$28.2030 - \$35.9949 Hourly

\$55,729.13 - \$71,125.87 Annually

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under general supervision, performs a variety of general, technical and complex clerical tasks associated with law enforcement support services; maintains confidential and highly sensitive records as related to police activities; secures and maintains crime evidence and "chain of evidence"; coordinates repairs and maintenance of police vehicles and equipment; and performs related work as required.

The incumbent selected for this position will go through an extensive background process that will include the following:

1. Completion of the State of California Personal History Statement for Public Safety Dispatchers
2. Polygraph Test
3. Reference Check and Verification of Employment
4. LiveScan Fingerprinting
5. Pre-Employment Physical, Drug Screen and TB Test

SUPERVISION RECEIVED AND EXERCISED

General supervision is received from the Administrative Police Sergeant, although work is performed independently.

ESSENTIAL FUNCTIONS: *Responsibilities and duties may include, but are not limited to, the following:*

- Types, records, and files a wide variety of police records, reports, and materials including bookings, warrants, citations, traffic reports, abandoned vehicle reports, animal control reports, criminal and non-criminal reports and statistical reports.
- Performs a variety of tasks related to crime scene investigations and property and evidence control, including collecting, analyzing, evaluating and preserving evidence; logging evidence into records system; checking items in and out for court and investigations; determining when to dispose of evidence and prepare appropriate documentation; and maintaining and updating knowledge of evidence handling requirements.
- Performs roll fingerprints and live scans for citizens, pre-employment, 290 and 11590 Registrants.
- Delivers evidence to the appropriate crime lab.

CITY OF HERCULES

- Prepares, approves and releases records requests, records checks, insurance verifications and record clearance letters to officers and the general public accordingly.
- Assists the general public at front counter; screens office visitors and telephone callers; responds to citizen inquiries and complaints; provides information within area of assignment.
- Performs computer duties including entering reports, citations and other data into police computer system; performs information searches and retrieval of data for reports and other police related files; distributes data to appropriate officers or agencies.
- Acts as liaison with the court and other offices requiring the transmission of documents and the coordination of criminal filings and court appearances; provides testimony in court regarding evidence and other police matters; maintains records and tracks such actions.
- Researches and assembles information from a variety of sources for the preparation of periodic and special reports or the completion of forms; uses spreadsheets and makes statistical calculations.
- Prepares correspondence, reports, forms, receipts, brochures and specialized documents from drafts, notes, brief instructions, corrected copy or prior materials using a computer with form templates.
- Establishes and maintains office files, following an established filing system; compiles information from such files; purges files as required.
- Operates standard office equipment, including job related computer hardware and software applications for data entry, facsimile equipment and multi line telephones, may operate a two way radio or other department specific equipment.
- Performs parking enforcement and abandoned vehicle abatement duties.
- Collects fees for fingerprinting, vehicle releases, vehicle repossessions, report requests and special events requiring reserve officer training.
- Shares supervisory responsibilities of Police Department volunteers and trains for support as needed.
- Acts as the False Alarm Program Administrator.
- Monitors training needs and makes recommendations.
- Coordinates the maintenance and repair of department vehicles and equipment.
- Attends meeting as needed.

Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

- Functions, principles and practices of law enforcement agencies, including records disbursement is highly desirable.
- Applicable laws and regulations and statutes is highly desirable.

- Computer applications related to the work, computer use, and basic spreadsheet applications.
- Standard office practices and procedures, including filing and the use of standard office equipment.
- Record keeping and filing principles and practices.
- Standard business arithmetic and basic statistical techniques.
- Techniques for dealing effectively with the public and city staff; in person and over the telephone.

Ability to:

- Establish and maintain self-control in dealing with hostile individuals.
- Operate a variety of modern office equipment, including computer terminals.
- File alphabetically, numerically, and chronologically.
- Understand and carry out oral and written directions.
- Perform basic business math related to accounting for large sums of money.
- Maintain physical and mental capacities appropriate for the performance of assigned duties and responsibilities.
- Testify in court or civil proceedings about policy, procedures, or records on file.

EXPERIENCE AND TRAINING GUIDELINES:

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

Education / Training:

- Graduation from high school. Experience in a law enforcement setting and completion of two years of college in criminal justice, law enforcement or a field related to the work are desirable.

Experience:

- Two years of full-time, non-sworn clerical experience in a law enforcement agency at a level equivalent to the class of records clerk.

Certificates/License:

This position requires the following:

- Possess and maintain a valid California class C driver's license with satisfactory driving records.
- Completion of current POST Records Course or ability to complete one within six months of employment.
- Completion of California Law Enforcement Telecommunications System training or ability to complete within fourteen days of employment.
- CPR/Basic First Aid course along with AED course with a current certificate will

be required to work in the police department. This course must be completed within six months of employment.

- Possession of a Public Records Act course certificate or ability to obtain one within six months of employment.
- OPTIONAL: California Specialized Training Institute for Earthquake Certificate.

ADDITIONAL INFORMATION:

WORKING CONDITIONS

- Ability to sit for long periods of time, stoop, kneel, crouch, reach, grasp, write, climb, balance, lift evidence for storage and inventory and perform repetitive motions, such as taking cash, replenishing supplies, using a computer and a telephone.
- Hearing and speaking ability sufficient to carry on a conversation with another individual (or group of individuals) in person and over the telephone.
- Visual ability sufficient to read and produce printed material and information displayed on a computer screen. Must be able to write, spell and relay accurate information on incident and accident reports.
- Exposure to potentially hostile environments; exposure to potential hazardous substances and or human or animal bodily fluids.
- Some travel to and from local sites will be required.

Note: Accommodations may be made for some of the essential functions / requirements listed for qualified individuals who require and request such accommodation, due to a qualified disability.

Employee's Signature

Date

Supervisor's signature

Date

Revised: July 2017
Unit: Teamsters Full-Time
Position: Non-Exempt