

POLICE COMMUNICATION AND RECORDS SPECIALIST

DEFINITION

Operates telephone and police dispatch equipment, relays information and provides support to Police Officers in the field, and processes police reports and parking/traffic citations. Will work on an assigned shift and be required to work rotating shifts.

SUPERVISION RECEIVED AND EXERCISED

Supervision received by the Chief of Police or his/her designee.

May provide work direction to student workers.

EXAMPLES OF DUTIES

Receives routine and emergency calls for Police and other emergency service.

Determines and establishes the priority of a request for service.

Dispatches Police and other necessary emergency support in accordance with established procedures.

Maintains contact, status and location of all police field units.

Operates the Police Records Management System.

Accesses and retrieves information from the Department of Justice criminal information database.

Types on a personal computer using Windows-based software.

Operates general office equipment.

Performs clerical support work, including data entry.

Prepares, processes and maintains confidential police records.

Processes parking and traffic citations.

Coordinates court dates for parking citation hearings.

Interacts with the public, providing information and assistance, in person and on the telephone.

Adheres to Police Department policies and procedures.

Provides work direction and training to student workers.

Verifies time sheets for student workers.

Performs other related work as assigned by Chief of Police or his/her designee.

QUALIFICATIONS

Knowledge of:

Modern office equipment and procedures.

English language, including spelling, grammar and punctuation.

Basic math.

Alpha, numeric and alphanumeric filing procedures.

Ability to:

Remain calm and perform job requirements in stressful situations.

Train and provide work direction to others.

PHYSICAL REQUIREMENTS

Must meet health and vision requirements established by the District.

SPECIAL QUALIFICATIONS

Be willing and available to work flexible hours and rotating shifts.

Selection to this class is subject to a background investigation and psychological evaluation.

New incumbents to this class will be required to successfully complete a P.O.S.T. certified communications and records training course within 12 months of appointment.