

## **POLICE SERVICES TECHNICIAN**

### **DEFINITION:**

Under general supervision as an unarmed, non-sworn employee, maintains current and complete database records of pertinent information and evidence related to criminal cases; assists sworn personnel in follow-up investigations of assigned cases, both in-house and in the field, receives crime reports from the public by telephone or in person and completes all required reports; conducts certain types of criminal, traffic, and code enforcement investigations; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED:**

The Police Services Manager provides general supervision. A Police Sergeant or his/her designee may provide functional supervision

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature.*

- Maintains Records Management Systems (RIMS), CLETS; maintains crime report database; records incident information; witness statements, report filings and updates legal action taken in the case; generates applicable reports.
- Manage the retention and distribution of criminal records in accordance with the California Law Enforcement Telecommunications Systems and interprets and applies various state laws regulating the control and release of criminal reports.
- Enter and extract data for a variety of records using several systems and databases; research a variety of data and prepare reports for internal and external requests.
- Receive information from the public regarding crimes in person, at the reception counter and over the telephone; initiate police reports as appropriate per established policy, both in person and over the phone.
- Provide general information to the public; verbally diffuse difficult situations and resolve minor disputes; collect, process and account for appropriate fees for a variety of fee-based services; operate a variety of computers systems and software.
- Patrol assigned area of the city on foot, vehicle or bike; observe or and report violations of local, State, and Federal laws, respond to calls related to the protection of life and property, traffic incidents, and other required emergencies as necessary.
- Provide backup assistance for other officers and personnel; collect, preserve, and maintain evidence, found property, and property for safekeeping.

- Assist and advise motorists and enforce parking laws by issuing citations and warnings; respond to civil disturbances, and other extremely hazardous situations.

## **EMPLOYMENT STANDARDS**

### **ABILITY TO:**

Establish and maintain attention to detail; maintain effective working relationships with others; interpret and apply laws, ordinances and policies affecting the maintenance, processing and dissemination of records; speak and write effectively; analyze a variety of statistical computations; collect data; analyze systems and procedures; understand, interpret, and apply federal, state, and local rules, regulations and ordinances; review and implement changes in work methods, systems, and procedures; use electronic information equipment and specific systems as used within the department, as well as the ability to pass law enforcement background. Required to perform and maintain highly confidential information.

### **KNOWLEDGE OF:**

Automated records management systems and alternative data processing applications; statistical management information systems as applied to law enforcement activities; the criminal justice system including the relationship of law enforcement agencies to the courts and the District Attorney's Office, and the processing of information through the criminal justice system; the use of electronic information equipment and specific systems as used within the department; principles and techniques of work flow analysis; penal and government codes relating to the maintenance and dissemination of criminal offender records and other related records. Also have a working knowledge of the California Penal and Vehicle codes, as well as local municipal codes.

### **MINIMUM QUALIFICATIONS:**

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

#### *Education:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade supplemented by a minimum of 30 units of technical or college-level courses in Administration of Justice, Business, or office management or a related field. Must have obtained or must obtain approved Peace Officer's Standards & Training (P.O.S.T) Basic Records Course and Basic Code Enforcement Course.

#### *Experience:*

Prior experience in law enforcement, parking and traffic control, and public relations are desirable.

**LICENSE OR CERTIFICATE:**

- Valid California class C driver's license with a satisfactory driving record
- 40 words permit typing certificate
- Ability to obtain current First Aid and CPR certification.

**PHYSICAL DEMANDS:**

Must be able to perform full range of motion activities such as, but not limited to, walking, standing, lifting (up to 50 lbs. unassisted), or climbing while performing duties. Occasionally required to work under inclement weather conditions; may be assigned to work evenings and weekend shifts; Occasional exposure to situations which may be dangerous or life threatening. Must be able to work safely in an environment containing hazardous chemicals; will be required to wear a uniform.