

CITY OF IRWINDALE

POLICE SERVICES SPECIALIST

*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.*

SUMMARY DESCRIPTION

Under direction, performs a variety of highly responsible and complex secretarial, administrative, technical, and programmatic duties in support of the Police Department; participates in coordinating the operation of the Department's administrative support functions; coordinates assigned activities with other departments, work groups, outside agencies, and the general public; maintains the property and evidence room, supports the department's records and dispatch functions, and assists with investigations; and provides information and assistance to the public regarding City and departmental programs, policies, and procedures.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Performs a wide variety of highly responsible and complex secretarial, administrative, technical, and programmatic duties for the Police Department; relieves assigned managers and staff of administrative work including investigating and answering questions and complaints and providing assistance in resolving operational and administration problems.
2. Serves as liaison between assigned office and other City staff, the general public, and outside agencies; screens calls, visitors, and mail; responds to complaints and sensitive requests for information and assistance; assists visitors and the counter; researches information related to City regulations and departmental policies, procedures, systems, and precedents; assists the public and other City staff in interpreting and applying City policies, procedures, codes, and ordinances.
3. Maintains various specialized department databases including computer aided dispatch and records management systems; administers employee access to sensitive databases and websites; ensures employees complete mandated training; interprets and utilizes data fields to research and prepare reports.
4. Collects, compiles, analyzes, and assembles information from various sources on a variety of specialized topics related to programs administered by the position or by management staff; participates in the preparation of reports that present and interpret data, identify alternatives, and make and justify recommendations.
5. Provides support services to assigned boards, commissions, and committees; prepares legal notices as required; prepares, prints, and distributes agendas and agenda packets for meetings; attends meetings and takes or records minutes of meetings; prepares minutes; disseminates information as appropriate.
6. Maintains a calendar of activities, meetings, and various events for assigned staff; coordinates activities with other City departments, the public, and outside agencies; coordinates and processes staff travel arrangements; checks and processes expense claims.
7. Types and proofreads a wide variety of reports, letters, memoranda, correspondence, and statistical charts; types from rough draft, verbal instruction, or transcribing machine; independently composes documents related to assigned area of responsibility.
8. Types dictation from notes or transcribing machine recordings of internal affairs investigations and criminal investigation interviews.

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9. Participates in the assembly and compilation of information for a variety of departmental and state-mandated reports; verifies accuracy and completeness of data.
10. Assists in assembling and preparing the annual budget for assigned area; estimates cost increases; submits budget data for review; monitors expenditures against budget; prepares purchase requisitions and requests for payment; monitors and seeks reimbursement for grants.
11. Performs a variety of general bookkeeping and clerical accounting duties involved in financial record keeping and reporting for assigned area; maintains a variety of accounting records, logs, and files; creates and maintains purchase orders; provides assistance to department staff, vendors, and the general public in assigned areas.
12. Serves department personnel with subpoenas.
13. As needed, assists with evidence collection; lifts prints from crime scenes and stolen vehicles.
14. Maintains and orders office supplies; prepares purchase orders; receives invoices and checks for accuracy; processes payments.
15. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operations, services, and activities of assigned program area.
Business letter writing and basic report preparation techniques.
Modern office procedures, methods, and equipment including computers.
Computer applications such as word processing, spreadsheets, and statistical databases.
Office management principles, methods, and procedures.
Principles and procedures of record keeping and filing.
Principles of business letter writing and report preparation.
Practices used in minute taking and preparation.
Methods and techniques of proper phone etiquette.
Customer service techniques, practices, and principles.
English usage, spelling, grammar, and punctuation.
Pertinent federal, state, and local laws, codes, and regulations.
Principles and practices of fiscal, statistical, and administrative research and report preparation.
Mathematical principles.

Ability to:

Perform responsible and difficult administrative and secretarial support duties involving the use of independent judgment and personal initiative and resourcefulness.
Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
Learn, interpret, and apply administrative and departmental policies and procedures.
Work cooperatively with other departments, City officials, and outside agencies.
Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the unit.
Develop, implement, and maintain standard filing systems.
Type and enter data at a speed necessary for successful job performance.
Research, compile, analyze, interpret, and prepare a variety of fiscal, statistical, and administrative reports.

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Operate office equipment including computers and supporting word processing and spreadsheet applications.

Plan and organize work to meet changing priorities and deadlines.

Work independently in the absence of supervision.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *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/Training:

Equivalent to the completion of the twelfth grade.

Experience:

Four years of increasingly responsible clerical, secretarial, and office administrative support experience involving a high level of public contact.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Work is performed primarily in a standard office setting with extensive public contact and frequent interruptions.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.

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Ralph Andersen & Associates