

POLICE SERVICES AIDE

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, performs a wide variety of administrative and clerical support duties related to receiving and logging cases in the District Attorney complaint book, pick-up materials from other agencies, finger print applicants and citizens, and update subpoenas and copy reports; demonstrates an understanding of all applicable policies, procedures and work methods associated with assigned duties; may perform jail matron duties; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Police Service Aide** is a working level non-sworn class in the Police Department in which an incumbent performs a variety of support work relieving sworn and non-sworn staff of a variety of routine duties. This classification is distinguished from the next higher classification of Police Dispatcher/Clerk, in that the latter performs the full scope of assigned police dispatching and records duties.

SUPERVISION RECEIVED/EXERCISED:

Receives immediate supervision from the Police Support Services Supervisor. Incumbents of this class do not routinely exercise supervision.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Performs a wide variety of clerical and administrative law enforcement support duties related to logging, tracking and copying criminal case materials, and subpoenas; may serve subpoenas for officers.
- Transcribes statements from victims, suspects and witnesses.
- Assists other agencies with complaints, reports and requests; picks up and delivers materials from/to other agencies; faxes materials to other agencies; maintains accurate records related to filings and subpoenas.
- Enters, types, and otherwise processes a wide variety of police records and materials; tracks and sends vacation house inspection letters; orders supplies; may send street closure notices.
- Demonstrates a full understanding of applicable policies, procedures, and work methods associated with assigned duties, especially as related to the handling of reports and evidence; updates the court calendar.

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- Performs a variety of general administrative support tasks, including typing correspondence, bulletins, lists, and standard forms; copies reports and documents; sorts, distributes, and posts mail; prepares simple reports; posts and tabulates numeric data.
- Finger prints applicants for jobs with outside agencies.
- May deliver vehicles for maintenance.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position. The level and scope of the knowledge and abilities listed below vary between the I, II, and III levels.)*

Knowledge of: Modern office administrative practices and procedures; police agency desk procedures and methods of providing services and information; automated law enforcement information systems and procedures; applicable federal, state and local laws, codes, and regulations, including the Public Record Act; office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to: Understand and follow instructions; perform a variety of work with speed and accuracy; interpret, explain, and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; create, organize, and maintain records; work independently and as part of a team; make sound decisions within established guidelines; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; receive the public in person or over the phone; establish and maintain effective working relationships.

Skill to: Operate an office computer and a variety of word processing and software applications; operate specialized automated law enforcement information systems.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience: Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Police Services Aide**. A typical way of obtaining the required qualifications is to possess the equivalent of one year of general administrative experience, which includes a variety of typing and record keeping tasks and public contact work, and a high school diploma, or equivalent.

License/Certificate: Possession of, or ability to obtain, a valid Class C California driver's license.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in retrieving and entering data using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents and using the computer, and acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

FLSA: NON-EXEMPT