

### POLICE SUPPORT ASSISTANT I

| **Reports to:**  | Police Communications/Records Supervisor |  |  |
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| **Dept:** | Police | **Range:** | 14 |
| **FLSA:** | Nonexempt | **EEO:** | Secretarial/Clerical |

*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 by individual positions.*

### BASIC FUNCTION:

Under general supervision, perform a wide variety of responsible public counter and clerical support duties including accepting payments and updating student records in the Police Depart­ment; provide information and assistance to students and the public; answer non-emergency calls and support dispatchers as assigned; and perform related duties as assigned.

### DISTINGUISHING CHARACTERISTICS:

### A Police Support Assistant I is the full working level in the class series and is distinguished from Police Support Assistant II in that an incumbent in the latter class has lead-level responsibilities and performs more advanced police administrative support work.

### ESSENTIAL DUTIES & RESPONSIBILITIES:

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Answer, screen and refer non-emergency telephone calls; assist students, faculty and visitors at a public counter; furnish information relating to police departmental activities or direct the public to appropriate resources both internally and externally; deal with a variety of angry/hostile/upset/mentally unstable persons.
2. Receive and process payments for parking passes, citations and fees; provide information regarding appeal process and determine first- and second-level appeal eligibility; reconcile and prepare summaries of receipts by revenue type; process and monitor payment plans; place and remove student account holds for non-payment; with Student Accounts Office, ensure accurate payment and distribution of parking permits.
3. Provide routine and specialized administrative support duties; create, format, edit, proof­read, print and/or publish reports, correspondence, memoranda, forms and other docu­ments; receive, scan, process and file a variety of confidential documents including traffic collision, crime and arrest reports, criminal and traffic warrants and related police docu­ments; establish and maintain complex and specialized computerized and manual file systems, logs, distribution lists and other data; create databases and tracking tools; schedule and coordinate meetings and events; take and transcribe meeting minutes; maintain calendars.
4. Operate computer-aided dispatch (CAD) systems to receive and transmit non-emergency calls from the public; verify address locations, student class schedules, photos and personal information to support dispatch; assist dispatcher as needed and trained.

### OTHER DUTIES:

1. Process lost-and-found items; identify, notify and release property to owners.
2. Broadcast test messages and send initial mas notifications/alerts during critical incidents.
3. Process purchase requisitions; order, receive, inventory, shelve and distribute office supplies.
4. Contact facilities or custodial staff as needed.
5. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

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1. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
2. Operations, services and activities of a police department within a community college district.
3. Police terminology and pertinent federal, state and local laws, rules, regulations and proce­dures relating to police records management, parking enforcement and citation.
4. Office administration practices and procedures.
5. The district’s student recordkeeping and general accounting systems, practices and proce­dures for processing student information and interpreting input and output data.
6. Math and basic accounting techniques.
7. Basic operation of computer-aided dispatch terminal, two-way radio, computerized mapping system and other computer programs used to research and obtain information.
8. Common student needs, issues and concerns applicable to area of assignment.
9. State laws, rules and regulations relating to privacy, confidential information and liabilities including the Family Educational Right to Privacy Act (FERPA).
10. District organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
11. Safety policies and safe work practices applicable to the work.
12. Written and oral communication skills including correct English usage, grammar, spell­ing, punctuation and vocabulary.

### ABILITY TO:

1. Receive requests for emergency and non-emergency services both face-to-face and over the phone, elicit information to assess situations from inquirer, many of whom are upset, distressed and not communicating clearly, and determine appropriate course of action.
2. Establish priorities and work effectively and independently with many demands on time.
3. Analyze situations accurately and adopt effective courses of action.
4. Communicate effectively, both orally and in writing.
5. Understand and follow written and oral instructions.
6. Operate a computer, standard business software and a variety of computer software programs and databases related to area of assignment.
7. Prepare clear and accurate reports, documents, data entries and files.
8. Maintain confidentiality of police records and activities and of student files and records.
9. Represent the district effectively in dealings with other law enforcement agencies, community and business organizations and the public.
10. Establish and maintain effective working relationships with all those encountered in the course of work.

### EDUCATION AND EXPERIENCE:

### Graduation from high school or GED equivalent, some college-level courses in criminal justice, and one year of clerical or administrative support experience; or an equivalent combination of training and experience. Experience in a law enforcement agency is preferred.

### LICENSES AND OTHER REQUIREMENTS:

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

CJIS Security NexTest certification required within six months of hire.

ICS 100, 200 and 300 are desired.

Successful completion of a comprehensive background investigation is required, including a review of employment history, criminal conviction record, credit history, use of intoxicants and/or other controlled substances.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

May provide work direction to temporary and part-time student workers.

**CONTACTS:**

District administrators, faculty, staff, students, other college and community organizations, other public safety agencies and the general public.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending, stooping or crouching; occa­sional light lifting, carrying, pulling and/or pushing of objects weighing up to 25 pounds; ability to travel and/or drive to various locations on and off campus as needed to conduct district busi­ness; ability to work at a computer station for extended periods involving light, repetitive use of hands, wrists and forearms; ability to view small-font words/ symbols on a computer monitor for extended periods.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving appropriate interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; perform highly detailed work; deal with changing deadlines, constant interruptions and multiple concurrent tasks; interact with others encountered in the course of work, including frequent contact with the public and dissat­isfied, abusive and traumatized individuals.

**WORKING CONDITIONS:**

Primarily business office environment in a space accessible to the public; subject to frequent public contact and interruption; intermittent exposure to individuals acting in a disagreeable fashion; usual assignment worked during daylight hours with occasional evening, weekend and/or holiday hours required on an as-needed basis. Work involves potential exposure to disturbing or traumatic events.