

### POLICE SUPPORT ASSISTANT II

| **Reports to:** | Police Communications/Records Supervisor |  |  |
| --- | --- | --- | --- |
| **Dept:** | Police | **Range:** | 17 |
| **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, lead and participate in the work of Police Support Assistants engaged in a wide variety of responsible public counter duties including accepting payments, updating student records and performing clerical support functions in the Police Department; provide information and assistance to students and the public; perform advanced administrative support including program reporting for compliance with federal, state and district codes, rules and regulations and preparing and analyzing statistical data; answer non-emergency calls and support dispatchers; and perform related duties as assigned.

### DISTINGUISHING CHARACTERISTICS:

### A Police Support Assistant II is distinguished from Police Support Assistant I in that an incum­bent in the former 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. Participate in selecting, training and providing day-to-day lead work direction to other staff; assign and monitor work for completeness, accuracy and conformance with district, depart­ment and legal/regulatory requirements and standards; monitor work flow to ensure man­dated deadlines are being met in an optimal manner; provide information, instruction and training on work procedures and technical/legal/regulatory requirements; provide input to supervisor on employee work performance and behaviors; assist in ensuring a fair and open work environment in accordance with the district’s mission, goals and values.
2. Answer, screen and refer non-emergency telephone calls; assist students, faculty and visitors at a public counter; research requests or complaints and refer matters to appropriate staff and/or take or recommend action to resolve issues; provide 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.
3. Oversee and participate in the distribution of routine and specialized parking permits; verify accuracy of application information; receive and process payments for parking passes, citations and fees; provide information regarding the citation appeal process and determine first- and second-level appeal eligibility; enter and update citation appeals; ensure timely and accurate determination on appeals; prepare and send appeal result letters.
4. Process parking citation collections and delinquency notices; approve refunds of citation overpayments and payments for non-violations; enter payments into the system for special processing; verify accuracy of data and payments entered by other Police Support Assist­ants; place and remove student account holds for nonpayment; process reporting to the DMV.
5. 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 with emergency calls as needed and certified.
6. Develop and maintain departmental program statistical tracking and reporting systems; ensure accurate entry of police and student data into appropriate systems, files and data­bases; develop and maintain a variety of statistical records and complex and specialized reports/databases; develop and conduct studies and analyses to identify need for new programs and services and evaluate the effec­tiveness of current programs; assist in assessing outcomes in applicable programs.
7. Provide administrative assistance to the Chief of Police and operations staff; generate sensi­tive and complex reports, documents and personnel documentation using advanced word pro­cess­ing; process travel requests and purchase requisitions; monitor department budgets; authorize expenditures according to established guidelines; schedule appointments, meet­ings, conferences and special events; coordinate and schedule classrooms for instructional purposes as required.

### OTHER DUTIES:

1. Process lost-and-found items; identify, notify and release property to owners.
2. Broadcast test messages and send initial mass notifications/alerts during critical incidents.
3. Serve as the functional specialist for department-specific electronic databases and programs; facilitate staff use of systems and programs.
4. Update and maintain department or program website and social media accounts.
5. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

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. General administration practices and procedures including budget preparation and control and purchasing requirements.
7. 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. Basic principles and practices of employee supervision.
13. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.
14. District human resources policies and labor contract provisions.

### ABILITY TO:

1. Assign and inspect the work of other Police Support Assistants.
2. 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.
3. Analyze problems, evaluate alternatives and recommend or adopt effective courses of action.
4. Set priorities and exercise independent judgment within areas of responsibility.
5. Understand, interpret, explain and apply applicable laws, codes and regulations.
6. Communicate effectively, both orally and in writing.
7. Operate a computer, standard business software and a variety of computer software programs and databases related to area of assignment.
8. Prepare clear and accurate reports, documents, data entries and files.
9. Maintain confidentiality of police records and activities and of student files and records.
10. Represent the district effectively in dealings with other law enforcement agencies, commun­ity and business organizations and the public.
11. 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 three years of clerical or administrative support experience in a police department; or an equivalent combination of training and experience.

### 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 required within 12 months of hire.

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:**

Lead-level work direction to Police Support Assistants.

**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 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; frequent contact with public including 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.