



POLICE SERVICES REPRESENTATIVE

JOB DESCRIPTION

| | |
|--|--------------------------------|
| Department: Police | Division: Services |
| Work Location: Urbana City Building | Percent Time: 100% |
| Job Type: Civil Service | FLSA Status: Non-Exempt |
| Reports To: Services Supervisor | Union: AFSCME |

JOB SUMMARY

This is a non-sworn classification that performs a variety of administrative support to the Police Department including customer service. The position requires the ability to work with minimal direct supervision and perform routine tasks with multiple interruptions while maintaining a high level of professionalism and customer service. Performs telecommunications support to Police personnel; enters and retrieves information from multiple computer systems and manual files; takes information for and prepares Teleserve reports; types and transcribes office correspondence and reports; processes citizen in-person and telephone requests for information and assistance; provides applications/permits and collects fines and fees.

This position assists officers in the field by providing information via the police radio, telephone, and in-car computer system and develops effective working relationships with the public, UPD command staff, other criminal justice agencies and City employees, and works as a team member with all other department members. This position exercises discretion in regulating daily activities and use of clerical and administrative skills.

ESSENTIAL FUNCTIONS

- Performs complex administrative and clerical support; activities typically include:
 - Data entry using multiple computer databases, including the Law Enforcement Agencies Data System (LEADS) and Area-wide Records Management System (ARMS); Coding and enters reports and other documents into the Police Department's record system; enters and retrieves data from the LEADS computer system; runs daily computerized reports, e.g., officer activities (Star Log), dispatch tickets, arrest log, LEADS daily bulletin, and daily notes (notes to officers regarding investigations, extra watches, etc.);
 - Processing requests for information received as Freedom of Information Act (FOIA) requests and processes expungement orders as instructed and in accordance with standard operating procedure;
 - Review, processes and maintains press release book according to established standard operating procedures, posts press release to the Internet;

City of Urbana

- Logs traffic tickets to send to Traffic Court each day;
- Maintains and updates warrants and summons from Champaign County Sheriff's Office and City of Urbana Legal Division;
- Processes Damage to City Property reports and forwards copies to Public Works;
- Updates case management system on a daily basis and prepares monthly/yearly case management summary reports; distributes case status to officers; assists Criminal Investigations Sergeant in auditing reports; manages the case status system, including lab case updates, for three shifts and State's Attorney's Office;
- Follows standard operating procedures regarding the registration of sex offenders;
- Enters traffic and criminal arrest dispositions into computer and manual files, prepares and transmits appropriate traffic stop data to the Illinois Dept. of Transportation.
- Transcribes correspondence, statements, and other documents from recorded media;
- Logs service requests for Public Works as radioed in by Police Officers; contacts Public Works personnel by pager for after-hours emergency calls;
- Compiles data and statistics, organizes individual case files, and prepares reports and charts as requested;
- Receiving and processing towing agencies' notices of vehicles relocated from private property; processing requests for release of towed and impounded vehicles and collects fees according to established procedures;
- Locating and/or processes requests for computer, microfiche, scanner, Internet, and manual file information;
- Enters, modifies and cancels data from police reports into internal databases with a high degree of accuracy.
- Takes and logs phone requests for the department; makes phone calls for Police Officers as needed;
- Prepares dispatch events for emergency and non-emergency complaints when received at the Urbana Police Department; transfers calls to METCAD, as appropriate;
- Copies and distributes reports according to established time frames and circulation routes;
- Responds to daily requests for reports, record checks, and background checks;
- Monitors lighted alarm board and responds to alarms according to specific alarm response procedures;
- Maintains communication with patrol using the Mobile Data Computer (MDC):
 - Receives calls from the contract weather service and relays weather report information via facsimile, advising shift command;
 - Monitors police radio and responds to Police Officer requests for information and assistance according to established procedures, using specific police terminology, as appropriate;

City of Urbana

- Provides information and updates on matters such as extra patrol requests, wanted subjects, road closures, and records checks.
- Front desk coverage:
 - Answers telephone, responds to citizen requests, answers questions, and records messages
 - Receiving and screening Teleserve referrals from METCAD; performs as Teleserve officer, e.g. takes reports on minor crimes and incidents; explains the Teleserve process to complainants and secures signatures on reports as required, transfers completed reports to the shift supervisor;
 - Provides taxi license applications; screens returned applications and runs standard driver's license checks; authorizes routing applications according to established procedures; refers applicants to Finance for fee collections; refers non-routine taxi applications for review; submits original applications and photographs to Services with dispatch ticket, requesting license.
 - Provides copies of reports and collects fees according to established guidelines;
 - Issues temporary parking permits and collects fees;
- Records
 - Assisting with the records archiving function of the Department. This includes, but is not limited to, locating and processing archived reports, preparing archived reports for long term storage, scanning, and maintaining archived records systems;
 - Maintaining juvenile record system, which includes probation office monthly reports and departmental monthly report;
 - Redacting and purging records per expungement/sealing protocol.
- Other duties may include:
 - Assisting sworn officers as necessary with the monitoring of juveniles who are in temporary protective custody;
 - Maintaining communication with METCAD dispatch
 - Tagging and releasing lost/found articles; notifies owners of recovered property as appropriate;
 - Training probationary Police Services Representatives and assisting the Police Services Coordinator in the evaluation of their progress; may also provide training to new police officers regarding desk coverage and ARMS training to outside agencies.
 - Processes fingerprints and mug shots, makes case jackets, and files reports;
 - Performs payroll data entry functions in accordance with standard operating procedures;
 - Providing telecommunications back-up in emergency situations including but not limited to natural disasters, civil disturbances, or failure of other telecommunications networks/systems.
 - Other related duties as assigned.

JOB REQUIREMENTS

Education & Experience

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:

- Knowledge and abilities typically acquired through graduation from high school plus two years of related work experience, **or**
- Completion of an associate degree and one year of related experience. Related experience is considered work in a setting with frequent interaction with customers or the public, preferably in an office-type setting;

Knowledge of

- English usage, grammar, spelling, vocabulary, and punctuation; basic math.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skills

- Data entry skills with sufficient speed and accuracy to perform the work
- Excellent written and verbal communication skills
- Demonstrated organizational and time management skills

Ability to:

- Maintain complex electronic and manual files
- Understand and effectively carry out both oral and written instructions.
- Resolving difficult situations, within set department guidelines, with tact and diplomacy.
- Work with confidential files and information
- Learn, interpret, and apply applicable federal, state, and local laws, regulatory codes, ordinances, police terminology, and law enforcement codes and procedures relevant to modern police recordkeeping procedures and records release
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work;
- Work cooperatively with diverse populations
- Communicate clearly and concisely, both orally and in writing
- Transcribe from a Dictaphone or similar recorded media device
- Maintain concern for security and attention to detail in processing citizen and police officer contacts
- Work productively and calmly under stress and in possible emergency situations
- Prioritize requests from the public and staff

City of Urbana

- Work well independently, resolve problems, relate well with various types of individuals, often when they are in distress, exercise good judgment, and work cooperatively in a team. Must take initiative within delegated responsibility and take direction as needed
- Uphold the highest standards of competency, professionalism, and integrity in all work, demeanor, and in communication with others

Licenses, Certifications and Memberships Required

- Must successfully complete L.E.A.D.S. certification within one year of employment. Training will be provided.

Security Level

- Level CJIS: essential functions require unescorted access to unencrypted criminal justice information or unescorted access to physically secure locations or controlled areas during times of CJI processing. Upon a conditional offer of employment, the selected candidate must demonstrate the ability to perform the essential functions associated with this security level, in accordance with federal requirements.
- Level PSY: essential functions require the incumbent to demonstrate psychological suitability.

Special Requirements

- Must maintain dress code as determined by departmental policy and as assisted by a clothing allowance.

SUPPLEMENTAL INFORMATION

Supervision received

General supervision from the Services Supervisor, general direction from the Police Sergeants, and direction from the Police Services Coordinator.

Level and complexity of supervision exercised

This position is not responsible for supervising any staff positions.

Physical Demands and Working Conditions

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress. Hear in the normal audio range with or without correction.

Job Dimensions

Contacts typically occur with department staff, members of other law enforcement agencies, and the public and may involve persons who may be uncooperative or who have opposing objectives. Contacts at this level require considerable interpersonal skill, particularly in persuasion, negotiation and conflict resolution.

Police Services Representative

City of Urbana

The physical demands and work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The duties listed above 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 the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Class Specification History

- General revision: Oct. 2019
- General revision: 2/09/2012

For HR/Finance Use

| | |
|---|-------------------------|
| Title Code 4370 | Pay Grade 724 |
| EEO Category 6–Administrative Support | |