

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Police Services Representative</u>
Sch & Grade	<u>PAT-5</u>
Class Code	<u>FD48</u>
FLSA Status	<u>Non-exempt</u>
Bargain Unit Elig.	<u>AFSCME</u>
Occupational Group	<u>Administrative Support</u>

PRIMARY PURPOSE:

Performs a wide variety of responsible and complex administrative support work for the Police Records Section of the Springfield Police Department requiring extensive computer work and considerable judgment in interpreting and applying laws, policies and procedures.

SUPERVISION:

Under direct supervision.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Responds to the community's questions and complaints through telephone and/or in-person inquiries including dispensing information and routing citizens to proper agency or division requiring thorough knowledge of federal, state, and local laws and departmental rules and procedures.
2. Uses analytical ability and makes considerable judgment determinations to write a police report; how to classify and properly distribute the report; decisions include analyzing information and appropriately interpreting, selecting and applying laws and departmental guidelines.
3. Releases impounded vehicles after determining legal ownership or arranges for release of impounded vehicles as required.
4. Performs a variety of tasks associated with maintaining accurate police records in various computer databases including operating a computerized Records Management System (RMS) to enter, update, search, and retrieve data and information regarding cases, incidents and other related matters; prepares various printouts for police staff as necessary; and verifies information on reports..
5. Operates various data entry, search and retrieval applications for the tracking of report information, property, evidence and Police Department equipment.
6. Utilizes appropriate computer word processing applications to track information and/or compose letters, news releases, forms, reports, and other materials from copy, rough draft, or scratch.
7. Sorts, cross-indexes, and files correspondence, records, reports, and other miscellaneous materials according to alphabetical or other acceptable organization methods.
8. Maintains records of subpoenas received by employees of the Police Department; testifies in court as required.
9. Logs property and evidence into the Property Room.
10. Receives, stores, and provides for the final disposition of any property or evidence seized by the Police Department as assigned; this includes interpreting and following proper guidelines for packaging and storing evidence and ensuring the proper chain of custody is followed and sufficiently documented.
11. Attends departmental or outside agency training to maintain appropriate certification as required.
12. Travels to off-site locations such as City Landfill, document shredding companies and other law enforcement agencies in the course of completing job duties, operates a variety of City vehicles.

IMPORTANT FUNCTIONS:

1. Operates copy and fax machines.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Modern office practices and procedures; computer software applications such as word processing, spreadsheet, database and email; accurate grammar, spelling, punctuation and standard English usage; business correspondence formats; record keeping and filing system methods; basic math as necessary for various statistical reports.

Abilities

Read, interpret, explain and apply a variety of information, often of a complex nature, including applicable laws, department procedures, records, reports, etc.; utilize sound judgment; maintain a high degree of confidentiality; handle a large volume of public contact including diffusing potentially negative situations; accurately prepare and maintain records and reports requiring attention to detail; type accurately at a rate of approximately 30 words per minute; skilled at utilizing computer software applications such as word processing, spreadsheet and database with an emphasis on using customized databases such as police RMS, MULES, etc. accurately and efficiently to maintain a high level of integrity within systems; create and compose reports and other documents; follow oral and written instructions; communicate effectively both verbally and in writing; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of a team in carrying out the City's stated mission and philosophy; deal effectively and courteously with a diverse group of associates and the general public; present an overall professional image; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Requires a minimum of 2 years experience in a multi-task, high public contact work environment or possession of 60 semester credit hours from an accredited college or university in Criminal Justice, Law Enforcement, Office Systems, Business Administration or related area; or any combination of education and experience that would provide the incumbent with the necessary knowledge, skills and abilities.

Physical Requirements

Performs bending, sorting, and reaching to both ground level and overhead; pushes and pulls up to 25 pounds; holds and grips objects; operates a computer keyboard. Assignment to Property Control requires incumbent to lift, carry, push or pull up to 50 pounds and be able to climb, squat and kneel as necessary for property storage and retrieval.

Working Environment

Primarily indoors with heating and cooling regulated in an office environment; possible exposure to disease or potentially violent situations. Assignment to Property Control includes possible exposure to extreme weather conditions, fumes, and odors when disposing of property at City Landfill.

Licensing/Certification

Ability to obtain and maintain state certification as a MULES terminal operator as required by departmental assignment. Ability to obtain and maintain Notary certification with the state of Missouri as required by department assignment. Incumbent must possess a valid Missouri Motor Vehicle Operator's License in order to operate a vehicle for the purpose of completing job duties depending on assignment.

Miscellaneous Requirements

Must be able to successfully complete an intense security background investigation including a credit check; must be able to work any assigned shift with varying days off.

Last Revision:	February 14, 2012	GENERAL ORDINANCE NO. 4341
Comments:	Updated Abilities	Date: June 14, 1993

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____