

**CITY OF AUBURN**  
invites applications for the position of:  
**Police Services Specialist**



25 WEST MAIN STREET  
AUBURN, WA 98001  
HUMAN RESOURCES: 253-931-3040  
JOBLINE: 253-931-3077  
TTY: 253-288-3139

An Equal Opportunity Employer

**SALARY**

<u>Hourly</u>	<u>Monthly</u>	<u>Annually</u>
\$19.72 - \$24.84	\$3,418.32 - \$4,306.28	\$41,019.84 - \$51,675.36

**OPENING DATE:** 04/10/14

**CLOSING DATE:** 04/17/14 11:59 PM

**DEPARTMENT:** Police

**POSITION  
DETAILS:**

***Must be able to work rotating shifts, weekends and holidays. A 40-hour workweek is scheduled on a rotating shift basis to support a seven-day-a-week, 24-hour operation (this position typically holds a graveyard shift).***

The employee performs a variety of semi-routine clerical/technical work in support of the Police Department with an emphasis on receptionist and report-processing functions. Work requires a high degree of confidentiality and interpersonal sensitivity. At times requires the performance of general jail services including prisoner searches.

**PRIMARY DUTIES**

\*Performs office procedures including filing, composing and keyboarding data entry of police reports, and performing record checks.

\*Responds to in-person counter inquiries and answers multi-line telephone system; provides general information or refers to appropriate individual. May deal with irate, intoxicated and/or combative citizens.

\*Operates a variety of office machinery and equipment including multi-line telephone system, police radio console, Teletype machine, computer terminal and other keyboard machines, typewriter, calculator, copier, shredder, transcribing machine, and voice log-in machine.

\*Accepts and handles evidence and found property.

\*Assists in providing care and custody of prisoners and conducts physical personal searches.

\*Monitors closed-circuit television system for rear entry to the Police Station. Monitors and maintains security measures when necessary.

Tallies traffic and criminal citations and records for department use; prepares cases for court docket.

\*Maintains communication with officers in the field, providing information

and data when requested.

\*Maintains knowledge of office procedures and police reporting requirements.

\*Operates computer systems for accurate data entry and report processing/retrieval.

\*Uses proper sentence construction, spelling and rules of grammar in reports and other written communication.

\*Communicates courteously and effectively and provides accurate information to department staff including officers, other City personnel, law enforcement agencies and courts, other governmental agencies, and the public.

\*Effectively handles multiple requests, tasks and/or emergency situations in short time frames and/or simultaneously.

\*Works rotating shifts to support a seven-day-a-week, 24-hour operation.

\*Deals with the public in a courteous manner, and under adverse and emotional circumstances.

\*Maintains confidentiality of police records and other information.

\*Works evenings, nights and weekends and rotating shift assignments.

Performs fingerprinting duties upon request.

\*Appears in court to present evidence and to testify against persons accused of crimes.

\*Regular, reliable and punctual attendance

\*Due to internal and external customer service needs, incumbent must be able to work a full time schedule, on-site (appropriate City work sites).

\*Performs related work as required.

\*Works effectively under pressure and with frequent interruptions.

\*Completes work and projects in a thorough and timely manner.

\*Understands and follows directions from supervisor, posted work rules and procedures.

\*Works courteously and effectively with public officials, citizens, contractors, vendors, developers, supervisor, and other employees, both in person and over the telephone; assisting them with a wide variety of information pertaining to City and department.

\*Shows initiative in performing job functions

\*Performs work related tasks as required.

\* = Primary function. Other primary functions may be identified on a position specific basis.

**MINIMUM QUALIFICATIONS**

Graduation from high school or equivalent; and two years of related work experience. Experience in a law enforcement agency preferred. Additional related education may substitute for up to one year of the required work experience on a month for month basis.

**ADDITIONAL INFORMATION**

Works indoors in clean, climate-controlled workspace. Required to sit, talk, and hear; frequently required to work and use hands to finger, feel or handle writing utensils, computer and office supplies which require repetitive arm, wrist and hand movement; occasionally required to stand and reach with arms and hands; occasional stooping bending and twisting; occasionally require to lift or move up to 25 pounds. Specific vision abilities include close distant, color, and peripheral vision, depth perception and to adjust focus. Because of the nature of work, the employee may be required to deal with difficult and sometimes hostile individuals requiring the use of conflict management skills. Employee is frequently required to perform work in confidence and under pressure for deadlines, and is required to maintain professional composure, tact, patience and courtesy at all times. A 40-hour workweek is scheduled on a rotating shift basis to support a seven-day-a-week, 24-hour operation.

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**Police Services Specialist Supplemental Questionnaire**

- \* 1. Do you possess a high school diploma or equivalent?  
 Yes    No
  
- \* 2. Do you have a minimum of two years of full-time related work experience?  
 Yes    No
  
- \* 3. One year of related work experience AND additional related education (beyond high school level) being substituted for up to one year of the required work experience on a month for month basis?  
 Yes    No
  
- \* 4. Please list your related work experience, particularly if you have worked for a law enforcement agency. List position title held, employer and dates employed.
  
- \* 5. Are you able to work during the following times (each is a nine-hour shift which includes a paid lunch period)? Day Shift: 6:00 am - 3:00 pm - Early mid-shift: 9:00 am - 6:00 pm - Swing shift: 2:00 pm - 11:00 pm - Graveyard shift: 9:00 pm - 6:00 am - Saturdays, Sundays and Holidays  
 Yes    No
  
- \* 6. Are you able to adjust your schedule to accommodate shift changes?  
 Yes    No
  
- \* Required Question