

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>Monthly</u>	<u>Annually</u>
\$3,486.68 - \$4,392.40	\$41,840.16 - \$52,708.80

OPENING DATE: 01/05/15

CLOSING DATE: Continuous

DEPARTMENT: Police

**POSITION
DETAILS:**

Please note that candidates must be able to pass an extensive Police background investigation, credit history, polygraph test, and psychological evaluation. This position requires employees to work a 40-hour workweek, consisting of one of four shifts (days, mids, swings, graves) to support a 24-hour-a-day, seven-day-a-week operation.

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.

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 multiline 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, but not limited to, multiline 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.

*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, other City personnel, law enforcement agencies, courts, other governmental agencies, and the public.
 - *Effectively handles multiple requests, tasks, and/or emergency situations in short time frames and/or simultaneously.
 - *Works a fixed shift that consists of one of four shifts (days, mids, swings, graves) which are bid twice per year based on seniority 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.
- *Regular, reliable, and punctual attendance
 - *Due to internal and external customer service needs, the incumbent must be able to work a full-time schedule, onsite (appropriate City worksites).
 - *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.

Must be able to pass an extensive Police background investigation, credit history, polygraph test, and psychological evaluation. This position requires employees to work a 40-hour workweek, consisting of one of four shifts (days, mids, swings, graves) to support a 24-hour-a-day, seven-day-a-week operation.

**ADDITIONAL
INFORMATION**

Works indoors in clean, climate-controlled workspace. The employee is 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, peripheral vision, depth perception, and the ability 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. The 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 fixed shift that consists of one of four shifts (days, mids, swings, graves) which are bid twice per year based on seniority, to support a seven-day-a-week, 24-hour operation.

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Police Services Specialist Supplemental Questionnaire

- * 1. Please indicate your highest level of education.
- High School or GED
 - Associate's Degree
 - Bachelor's Degree
 - Master's Degree
- * 2. How many years of related experience do you have?
- Less than 2 years experience
 - 2 to 3 years experience
 - 3 to 4 years experience
 - 4 to 5 years experience
 - Over 5 years experience
- * 3. Do you have experience working or volunteering in a law enforcement agency?
- Yes No
- * 4.

Do you have paid experience working with public disclosure and/or public records requests?

Yes No

- * 5. Briefly describe how your education and experience relate to this position.

- * 6. Employees are required to work a 40-hour workweek on one of four available shifts (days, mids, swings, graves) to support a seven-day-a-week, 24-hour operation. Employees bid on shifts twice per year, based on seniority. Please indicate if you are able and willing to work during the following shifts (each is a nine-hour shift, which includes a paid lunch period)?
Day Shift: 5:00 am - 2:00 pm
 Yes No

- * 7. Graveyard shift: 9:00 pm - 6:00 am
 Yes No

- * 8. Early mid-shift: 9:00 am - 6:00 pm
 Yes No

- 9. Swing shift: 2:00 pm - 11:00 pm
 Yes No

- * 10. Are you able to work Saturdays, Sundays and Holidays?
 Yes No

- * 11. In order to maintain coverage for a 24-hour operation, there are times when employees may be assigned a shift assignment or schedule change to cover absences. Are you able to adjust your schedule for coverage purposes?
 Yes No

* Required Question