

City of Coalinga

***155 W. Durian Avenue
Coalinga, CA 93210***

Police Technician I, II, III

Pay Class I: 23 CPOA Non-Sworn

Pay Class II: 25 CPOA Non-Sworn

Pay Class III: 27 CPOA Non-Sworn

FLSA Non-Exempt

DEFINITION

Under general supervision of the Chief of Police, performs a variety of clerical support activities for the City of Coalinga Police Department including filing a variety of forms, records, documents and correspondence; entering, verifying and retrieving data and information on computers; providing assistance to the public in person, via telephone or correspondence; updating and maintaining manuals, records and other information; giving out general and confidential information verbally and in writing; completing written requests for information from authorized agencies; processing and verifying arrest warrants, crime reports and related matters. Maintains communications between the Police Department and Police, Fire, Public Works, Animal Control, the public and other law enforcement and fire agencies. Coordinates emergency and non-emergency response of police, fire and medical services to the community; receives and reports information by radio, computer, and telephone; logs and maintains all activity from field units in the computer aided dispatch system; screens calls to determine priority and dispatches the appropriate equipment based on policy and procedures. Makes entries and inquiries into the nationwide computer; performs clerical duties related to documenting, maintaining and controlling police records, case files, statistics, etc.; and performs other duties as assigned.

CLASSIFICATION

The assigned duties in this multi-class range from entry to advance, and from routine to more complex as the incumbent demonstrates the ability to perform such duties. May be assigned to Dispatch, Records, Property and Evidence or other special assignments. May be assigned to multiple assignments concurrently.

Police Technician I - This is the entry-level class in the Police Technician series. Under close supervision with detailed instruction and review, incumbents are expected to learn the common and most typical tasks of the position. As training proceeds and the work is done with less supervision, incumbents preparing for advancement to level II receive more difficult and complex tasks to perform. The progression of Police Technician I to Police Technician II requires an evaluation of employee skill, completion of cross training in each assignment within the Classification, performance levels, training and education.

Police Technician II - This is the intermediate-level class of the Police Technician series. Incumbents are expected to perform a variety tasks without detailed instructions. Incumbents may provide training to less experienced employees. The progression of Police Technician II to Police

Technician III is considered promotional and requires interested and qualified applicants to apply pursuant to the City's application procedures once the vacancy is posted.

Police Technician III - This is the advance-level class of the Police Technician series. It is a single position. Incumbent must perform the full range of assigned duties and may receive occasional instruction as new or unusual situations arise. Incumbent is expected to be fully aware of the operating guidelines and procedures within the department and may make independent decisions within the framework of written and oral instructions and accepted practices, processes and procedures while completing assignments. Incumbent exercises functional supervision over less experienced Police Technicians.

EXAMPLES OF ESSENTIAL DUTIES

NOTE: Examples listed in this class specification represents but is not necessarily exhaustive or descriptive of duties assigned to this position. Each individual in this classification may not necessarily perform all the duties listed. Management reserves the right to assign other related tasks if such duties are a logical assignment for this position.

- Sorts and files documents and records; maintains alphabetical, index and cross reference files.
- Updates and maintains manuals, records and other information.
- Responds to requests for information from law enforcement officers, agents of the court and the public; makes copies of records and reports for authorized persons; assists public in obtaining information; maintains accurate logs; researches records of arrest, convictions, traffic violations and traffic accidents.
- Codes, enters, retrieves and verifies case/incident information in the police records system.
- Processes fingerprints.
- May process and verify arrest warrants.
- May search and assist in transporting adult or juvenile prisoners.
- Operates a variety of office equipment including computers, copier, paper shredder, typewriter, calculator and computer scanning equipment.
- Receives and responds to routine and emergency calls and dispatches communications by means of telecommunication, computer, and radio equipment; logs all departmental activities.
- Obtains, interprets, classifies, and prioritizes pertinent information regarding complaints, reports, and inquiries from the public by telephone and/or in the Police Department lobby.
- Inputs calls-for-service into the Computer Aided Dispatch (CAD) System; updates the system with status of Police or Fire units and records activities during calls; issues report/incident numbers to requesting field units.
- During emergency calls, secures and records information as to exact location; uses voice radio to dispatch necessary police, fire or ambulance units; monitors status of units and vehicles using multiple radio channels, video terminals, and telephone equipment; keeps officers on duty informed of the situation and dispatches additional units when so advised.
- Expeditiously provides information to Police and Fire personnel; interprets and/or clarifies

coded responses from various systems; and contacts other agencies to coordinate public safety and/or mutual aid operations.

- Uses established Emergency Medical Dispatch (EMD) to provide pre-arrival instructions to citizens reporting medical emergencies.
- Inputs information into and researches systems, manuals, maps and other source documents, such as the Records Management System (RMS), Criminal Justice Information System (CJIS), and National Crime Information Center (NCIC); provides information to employees and the public in accordance with prescribed policies and regulations.
- Compiles, codes, records and summarizes a variety of police record data and documents; updates information sources; distributes data and documents to appropriate personnel.
- Operates computer terminals and printers to type, enter, modify and retrieve a wide variety of police reports and records, letters and other material.
- Answers non-emergency telephone calls and greets the public at the counter. Provides general information; refers callers to appropriate agencies, receives messages for department staff and relays to proper person; receives complaints; receives calls for service and dispatches Public Works personnel during non-business hours; takes fingerprints; and may assist in processing prisoners, and/or receiving bail money.
- Operates and maintains a variety of communications equipment including radio consoles, data communication terminals, telephones and telephone switchboards including 911-Emergency and Telephone Device for the Deaf (TDD) systems; maintains workstation area and Communications Center; reports equipment malfunctions as needed.
- Contacts and cooperates with other law enforcement agencies. Attends seminars and training; may perform special projects and assignments; and/or may act as liaison with courts, criminal justice, community, business, and educational agencies.
- Performs a variety of clerical work, which may include typing of officer reports, traffic accident reports, filing, preparing file cards, etc.
- Responds to crime scenes to document, process, and collect evidence at all hours on an on-call basis. Responds to calls for service; process a wide variety of crime scenes such as homicides, suicides, officer-involved shootings, domestic violence, elder abuse, child abuse, and suspicious, natural and accidental death scenes.
- Processes evidence at the police station.
- Transports evidence to court for criminal proceedings and to local and state laboratories for further analysis.
- Prepares detailed reports; documents chain of custody caution for all property and evidence materials.
- Testifies in court.
- Packages, catalogues, and stores property and evidence in a property and evidence room at the police department; responsible for maintenance and disposition activities of all property and evidence materials received by the department.

- Provides assistance to other law enforcement agencies, attorneys, courts, and citizens in regard to property and evidence.
- Performs property and evidence release functions for claimed property, court evidence, and materials that require disposal.
- Inventories and maintains equipment used for processing crime scenes
- Performs other tasks as assigned.

Additional Duties for Police Technician II Classification:

- Plans, organizes and conducts the training of Police Technician I personnel.
- Instructs employees in the proper methods of operating communications and dispatch equipment, monitoring specified radio frequencies and dispatching public safety personnel and equipment.
- Trains new employees on the receiving, dispatching and monitoring of routine and emergency communications.
- Plans, assigns, supervises and evaluates the work of trainee employees on assigned shift.
- Helps develop and maintain training materials including manuals and support information.
- Maintains training records.
- Assists the Police Technician III in periodic review of current procedures and policies.
- May provide input on the performance evaluations of the Police Technician I employees.

Additional Duties for Police Technician III Classification:

- Plans, organizes, supervises, and reviews the work plan for Police Technicians I and IIs; assigns work activities, projects and programs; manages the Police Technician "call out" procedure to ensure an adequate number of Police Technicians are available for emergency situations; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.
- Develops and implements policies, procedures and controls to ensure compliance with laws, regulations, City policies and accepted standards; maintains all audio tapes, transcriptions, 9-1-1 printouts and other records, as required; provides court testimony related to section records and voice tapes as required; ensures that strict departmental guidelines are followed in the dispatch of police personnel.
- Researches, compiles and prepares a wide variety of documents including reports, worksheets, a Police Technician Policy and Procedures Manual, a comprehensive training plan/program for Police Technician staff, incidents reports and equipment maintenance and repair requests.
- Handles essential software system administration including but not limited to system access, system security and extraction of information on different formats; administers computerized answering phone system; provides technical assistance for staff in resolving difficult phone or

dispatch problems; performs the more complex or difficult telecommunications and Police Technician activities on both a regular and emergency relief basis as required.

- Participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.
- Coordinates Police Technician unit's purchasing activities including negotiation with vendors and suppliers of necessary unit materials and equipment; approves expenditures needed for staffing, equipment and supplies; implements adjustments as needed; administers and directs capital improvement projects for the dispatch unit; establishes and maintains cooperative working relationships with those contacted in the course of work.
- Assists in selecting, training, motivating and evaluating assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Responds to public and employee inquiries in a courteous manner; provides information within the area of assignment; investigates citizen complaints to ensure quality service and accountability of employees; resolves complaints in an efficient and timely manner.
- Serves as liaison to coordinate telecommunications work with other City departments and outside agencies.

MINIMUM QUALIFICATIONS

NOTE: *The specifications listed below outline the desirable qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

Education: Equivalent to completion of twelfth grade; specialized training or education in Law Enforcement or a related field is highly desirable.

Experience: Police Technician I: One (1) year of general office or public contact experience.

Police Technician II: Two (2) years of experience as a Police Technician I with the City of Coalinga or other municipality equivalent to a Police Technician I. Education in Law Enforcement or a related field may be substituted for one year of experience whereas thirty (30) college semester units are equivalent to one year.

Police Technician III: Five (5) years of experience as a Police Technician with the City of Coalinga, with at least two (2) of those years as a Police Technician II. Education in Law Enforcement or a related field may be substituted for one year of the five years of experience whereas thirty (30) college semester units are equivalent to one year.

Certifications: Police Technician II: POST Public Safety Dispatcher Certification and POST Public Safety Dispatcher Training Certification.

Police Technician III: POST Public Safety Dispatcher Certification, POST Public Safety Dispatcher Training Certification, CLETS Certification, and CLETS

Trainer Certification.

Licenses: Valid State of California Driver's License, Class C; must be insurable under the City's insurance policy without the City incurring any additional premiums or costs.

Other: Must be a U.S. Citizen or permanent resident who is eligible for and has applied for citizenship; pass a thorough background investigation with no disqualifying criminal history; a physical examination with a drug test and a psychological evaluation.

NOTE: It is the employee's responsibility to renew all applicable license(s). The City will reimburse the employee for any required training expenses.

KNOWLEDGE, SKILLS AND ABILITIES

NOTE: The following are a representative sample of the KSA's necessary to perform essential tasks of the position.

Knowledge of: Department organization, policies, legal codes and procedures; local state and federal justice rules and regulations pertaining to criminal law and to the confidentiality of criminal histories; procedures and policies of the dispatch center; maps and map reading; rules, regulations and procedures used in the operations of two way radio, telephone, teletype and telecommunications equipment commonly used in public safety dispatching; principles of training and adult teaching techniques and supervision; modern office methods and procedures; proper English usage, grammar, spelling, and punctuation; alphabetical, chronological, and numerical filing systems, effective communication techniques; community resources and personal computer operating systems and software applications.

Skill and Ability to: Plan, organize and conduct emergency dispatch training programs; supervise subordinates effectively and tactfully; organize and prioritize workload and subordinates' assignments; react quickly, appropriately and calmly in emergency situations, adopting effective courses of action; maintain confidentiality of sensitive information; exhibit good mental retention of information; accurately and quickly interpret maps and be able to properly identify the locations of major landmarks, cities, highways, main streets, major buildings, and the geography of the City of Coalinga; flexibly alternate attention among a variety of tasks; exercise tact, courtesy and patience in training and public contacts; exercise sound judgment in situations with a high consequence of error; take accurate messages and relay exactly as received; follow oral and written instructions; communicate effectively both orally and in writing; write neatly and legibly; maintain accurate records; make basic mathematical computations; establish and maintain effective working relationships; follow and train others to follow safe work practices including workplace safety policies and procedures; properly use personal protective equipment. The ability to multitask within the scope of responsibility is essential. Incumbents must dispatch and monitor for Fire, Law Enforcement, Animal Control and local and other agencies or cities. Incumbents must simultaneously operate and monitor multiple automated systems including CAD, CLETS and 911 systems. Work rotating shifts (including days, swings, cover, and nights), weekends, holidays,

callback and overtime; establish and maintain cooperative and effective working relationships; speak and enunciate clearly; read computer monitors and fine print; and hear and understand radio transmissions.

ATTITUDE

Characterized by initiative, commitment to teamwork and quality performance, and a customer-service orientation; must interact in a positive manner with City employees and the public.

PHYSICAL AND PSYCHOLOGICAL REQUIREMENTS

NOTE: The physical and psychological demands described herein are representative of those that must be met by an employee to successfully perform the essential duties of this classification. Reasonable accommodations may be made to enable an individual with qualified disabilities to perform the essential functions of this job, on a case-by-case basis.

Ability to work in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities such as hearing and speaking to exchange information in person and on the telephone; vision sufficient to read written materials, including small print, and personal computer video screen; sitting for extended periods of time; occasional walking to other offices and standing for brief periods. Bending and reaching to place or retrieve files, office supplies, binders and other reference materials; dexterity of hands and fingers to operate a personal computer; typewriter and other office equipment. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Individual must exercise good judgment, be flexible and sensitive in response to changing situations and needs; and communicate clearly and concisely, both orally and in writing.

Approved by: _____
Marissa Trejo, City Manager Date