

## **POLICE TECHNICIAN**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in this class. Specifications are not intended to reflect all duties performed with a job.*

### **DEFINITION**

Under general supervision, to perform a variety of general, technician, and complex clerical tasks associated with law enforcement support services; maintain confidential and highly sensitive records related to police activities; and to perform a variety of tasks relative to assigned areas of responsibility.

### **DISTINGUISHED CHARACTERISTICS**

This is a uniformed, civilian position which does not require peace officer status.

### **EXAMPLES OF DUTIES**

Duties may include, but are not limited to, the following:

- Provide information and police reports to other law enforcement agencies, public, and private agencies, and citizens; maintain, set up and file case folders; review, process, and disseminate files of police reports and related documents.
- Receive calls; respond to citizen's questions and complaints within established guidelines; distribute calls for officer assistance to communications centers; take and relay messages to department personnel as required.
- Perform general administrative support functions; type letters, forms, memoranda, and reports; transcribe police reports and notes; operate a computer system to enter/retrieve data; copy materials; maintain filing systems, screen, sort, and distribute mail; order and maintain office supplies and equipment.
- Handle the abandoned vehicle program to include locating and citing abandoned vehicles and overseeing the towing away of the vehicle.
- Coordinate various crime prevention, volunteer, and community policing programs.
- Take minor incident reports, both at the public counter and in the field.
- Research and compile statistical data.
- Serve as a receptionist at the Police department front counter; assist dispatch with non-emergency phone calls.
- Drive a City vehicle to respond to citizen/officer requests; assist and support patrol division in the performance of their duties in the field.
- Respond to public inquiries in a courteous manner.
- Complete special projects as assigned.
- Assist Police department personnel as needed.
- Perform related duties as assigned.

## **EMPLOYMENT STANDARDS**

### Knowledge of:

- Basic principles of filing, research, recordkeeping, and report writing techniques.
- Methods and procedures for data entry.
- Techniques for dealing with City employees, the public, and others.
- City policies and procedures related to assigned area.
- Modern office practices, methods, and equipment including a computer and applicable software.

### Ability to:

- Prepare and maintain accurate records.
- Interpret, apply, and clearly explain codes, policies, and regulations to the general public.
- Communicate clearly and concisely, orally and in writing.
- Work independently.
- Use discretion and good judgment in handling sensitive and confidential information.
- Meet schedules and critical deadlines.
- Correctly prioritize cases and exercise sound judgment.
- Read and interpret laws, code ordinances, and policies.
- Maintain manual and electronic records accurately, and in a timely manner.
- Deal effectively and tactfully with property owners and managers, tenants, contractors, City staff, and the general public.
- Operate computer programs.
- Respond to urgent or emergency situations on a 24-hour basis to provide assistance to Police Department personnel.

### **Minimum Qualifications:**

#### Experience:

Two years as an Administrative Clerk II or one year as an Administrative Clerk III with the City of American Canyon.

**-OR-**

Two years of full-time experience that included heavy public contact and clerical/administrative duties. Law enforcement training and/or experience is desirable.

#### License Requirement:

Requires possession of a valid California Class C Driver License at the time of appointment. Individuals who do not meet this requirement due to physical disability will be reviewed on a case-by-case basis.

#### Physical Requirements:

Work is performed in a typical outdoor environment on a year-round basis. (1) Mobility: frequent performance of heavy manual labor; frequent standing for long periods of time; frequent bending and squatting. (2) Lifting: frequent lifting up to 50 pounds; occasional lifting up to 75 pounds. (3) Vision: constant use of overall vision. (4) Dexterity: frequent

grasping, holding, and reaching. (5) Hearing/Talking: frequent hearing and talking in person. (6) Emotional/Psychological: frequent coworker contact; occasional working alone. (7) Environmental: frequent exposure to loud noise; frequent exposure to chemicals, fumes, and other environmental substances.

Other Requirements:

May require evening, weekend, or other shift work.

<b>Classification</b>	<b>Adopted</b>	<b>Revised</b>	<b>Retitled</b>	<b>Class Code</b>	<b>FLSA Designation</b>	<b>Rep Unit</b>
Police Technician	Oct 2001	June 2005		4732	Non-Exempt	4

APPROVED: \_\_\_\_\_  
Human Resources Director

Date: \_\_\_\_\_