

POLICE SERVICE ASSISTANTDEFINITION

Under immediate supervision, performs routine but responsible public contact and clerical work in assisting the public at a Police Department information/service counter and in a training capacity; performs a variety of other non-sworn duties.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

At a public counter and over the telephone, receives and responds to citizen inquiries and requests for police services regarding criminal and civil problems, traffic accidents or miscellaneous incidents requiring some police action. Distinguishes criminal problems from those of a non-criminal nature and advises and assists accordingly. Initiates and prepares incident reports. Gives directions or other general assistance as appropriate including making referrals to other public agencies. Prepares and maintains a variety of records and logs. Prepares routine statistical and other types of reports in accordance with established formats and procedures. Performs vehicle checks to determine if vehicle equipment violations have been corrected. May perform matron duties when no female police officer is available. Performs duties within the Police Service Officer classification in a training or relief capacity. Assists Police Department staff with ongoing and special assignments and projects. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This is the entry-level class in the Police Service Officer series. The work of this class involves a great deal of public contact, occasionally in emotionally tense situations, requiring the ability to quickly obtain information from citizens regarding a wide variety of criminal and civil problems, traffic accidents and miscellaneous incidents. Employees of this class must exercise tact and judgment in assessing and prioritizing requests, based on urgency and critical nature. Alertness and a willingness of incumbents to learn and prepare for more difficult, complex and/or responsible assignments is expected in most positions of this class.

RECOMMENDED MINIMUM QUALIFICATIONS

Some general office or public contact experience offering specific preparation for the performance of the duties described above. Graduation from high school or a G.E.D. may be used in combination with experience to provide the knowledge, skills, and abilities listed below.

### DESIRABLE KNOWLEDGE SKILLS AND ABILITIES

Some knowledge of: the geography of the City, including the location of important buildings; organization and functional responsibilities of a police department and of the community services provided by other public and private agencies.

Ability to: work effectively with citizens from a variety of ethnic backgrounds; obtain information through interview and observation and analyze situations quickly and objectively; cope with emotionally tense situations firmly, courteously, and tactfully and react quickly and calmly; express ideas clearly and concisely orally and in writing, keep records and prepare reports, and assume duties of a more complex nature in a training or relief capacity.

### CHARACTERISTICS OF SUCCESSFUL PERFORMERS

These individuals can carefully follow strict rules of procedure but are also able to use initiative and personal judgment in interacting with citizens and in other aspects of job performance. As career-oriented employees, Police Service Assistants seek to expand their knowledge of the department and of various roles within it.

\*Some positions in the class may require bilingual capabilities.

Class title established per Council Resolution No. 89-070,  
effective 7-1-89

Class specification revised: 6/94