



Police Services Specialist

Department: **Police** Class Code: **20**
Reports to: **Police Civilian Operations Supervisor** FLSA Status: **Non-Exempt**

GENERAL PURPOSE: Under general supervision, provides various staff support services to the Town Police Department.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Administers the ARS 28-3511 program; attaches copies of driver's licenses and registration to tow slips and determine if hold is justified; enters the information into the VIN program; conducts hearings upon request; collects fees and determines if the vehicle is eligible for early release and that all requirements have been met; completes release forms and faxes to the responsible towing company; drives the vehicle out of the impound yard; inputs release into VIN to drop hold.
- Performs data entry in records; answers phones and speaks to citizens; performs ACJIS inquiries and entries; performs queries on the NCIC/ACJIS for criminal background checks.
- Provides police officers with assistance regarding accident investigations, traffic control documentation.
- Takes reports of incidents of a non-urgent nature, including delayed burglary, theft, animal problems and lost and found property.
- Maintains all Records Department functions; data enters all reports; processes record requests; assists citizens via phone or in-person; assists other law enforcement agencies.
- Assists and serves as backup Evidence/Property Custodian; logs incoming items into records; safely stores property and/or evidence; makes property/evidence available for trial; disposes of or returns property/evidence to the rightful owner; may take photos of property/evidence.
- Provides assistance to Department staff; performs traffic control; searches same sex prisoners; monitors prisoners via video; assists during search warrants and photo lineups; swears out complaints at court.
- Checks for accuracy on paper citations; transports them to the court.
- Provide backup support to animal control as needed.
- Works the front counter; answers phones.
- Maintains the integrity, professionalism, values and goals of the Town by assuring that all rules and regulations are followed, and that accountability and public trust are preserved.
- Supports the relationship between the Town and the constituent population by demonstrating courteous and cooperative behavior when interacting with residents, visitors and Town staff; enthusiastically promotes the Town's goals and priorities in compliance with all policies and procedures.
- Performs related duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education and Experience:

Must be 18 years of age. High school diploma or equivalent and six months of staff support experience in law enforcement or an equivalent combination of education, training and experience. Required to pass a criminal background check and polygraph exam.

Required Licenses or Certifications:

ACJIS certification within 6 months of hire.
 Possession of a valid State of Arizona driver's license.

Required Knowledge of:

- Police Department administrative processes and procedures.
- Town, county, state and federal laws, regulations and ordinances.
- Criminal justice and court systems, procedures and protocols.
- Civil court procedures.
- Basic principles and practices of evidence collection and preservation.
- Law enforcement principles, practices, procedures, techniques and equipment.
- Records management principles and practices.
- Modern office management principles, practices and methods.
- Uses and applications of personal computers and various software applications.

Required Ability to:

- Develop and maintain effective working relationships with Town staff, Council members, various external organizations and individuals and the general public.
- Type 30 WPM or more.
- Develop and organize public functions (i.e. Block Watch, School Programs, etc.)
- Speak in public forums.
- Work effectively with other law enforcement agencies and organizations.
- Utilize the ACJIS for criminal and motor vehicle checks.
- Effectively apply mediation techniques and methods.
- Administer laws and regulations, make decisions, maintain composure, and work effectively under stressful conditions.
- Evaluate facts and evidence, drawing logical conclusions and making proper recommendations.
- Communicate effectively, both orally and in writing.
- Assess and prioritize multiple tasks, projects and demands.
- Operate a personal computer utilizing a variety of business software.

Physical Demands / Work Environment:

- Work is performed in both indoor and outdoor work environments. May be required to perform a full range of motion with lifting and/or carrying supplies, materials, equipment and/or items weighing up to 40 pounds. Potential exposure to moving vehicles. May be exposed to potentially violent individuals. May be exposed to infectious diseases. May be exposed to hazardous chemicals. Vision requirements include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Core values: Integrity, Teamwork, Respectful, Communication, Service, Leadership, Innovation

Classification	Adopted	Revised	Retitled	Class Code / Range	FLS Designation	Step
		8/2018				
Police Services Specialist		1/2023		20		

APPROVED: Human Resources

DATE: 7/2023