

# City of St. Helens

## Job Description

**Job Title:** POLICE SUPPORT SPECIALIST  
**Department:** Police  
**FLSA Status:** Non-Exempt  
**Union:** Yes  
**Date Revised:** February 19, 2020

### GENERAL PURPOSE

To support the functions of the St. Helens Police Department. Performs a variety of office support, receptionist, clerical, secretarial, administrative work in support of law enforcement activities.

### SUPERVISION RECEIVED

Works under the supervision of the Police Chief and the command staff.

### SUPERVISION EXERCISED

None.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greet customers and visitors at public service window. Provides excellent internal and external customer service. Creates a positive experience for customers through professional and courteous behavior and creative problem resolution.
- Make data entries into the department computer system concerning all names, stolen property, and evidence contained in the officers' reports.
- Assists in the preparation of a variety of reports and records for other agencies such as LEDS, NCIC, the Municipal Court, District Attorney's office, makes distribution of police reports as the preparing Officer, or department policy directs.
- Makes data entry and files all citations issued by the Officers.
- Maintains the Law Enforcement Data System (LEDS), enters data into the computer, and generates a variety of law enforcement management system reports. Operates LEDS and NCIC criminal data information systems, performs criminal history inquiries, maintains confidential information associated with on-going law enforcement activities for the City.
- Dispatches information to officers in the field, as needed.
- Maintains the Uniform Crime Reports (UCR), archive and prepare data/statistics for the state and federal reports.
- Provides a variety of police related information to the public and governmental agencies.
- Receives incoming calls, determines nature and urgency of calls, and transfers calls to dispatch for service as needed.
- Receives requests from officers for special or specific information; follows-up with appropriate information and relays the same back to the officer.
- Provides a variety of administrative assistance as needed.
- Composes a variety of correspondence, reports and other materials requiring independent judgment as to content, accuracy and completeness.
- Establishes and maintains records systems using moderately independent judgment.

- Maintains inventories and orders departmental supplies and materials.
- Maintains departmental records and files.
- Receives and handles cash payments from public as appropriate.
- Follow all safety rules and procedures for work area. Maintains work area in a clean and organized manner. Follow standards as outlined in the St. Helens Police Department Policy Manual.
- Performs other related duties as assigned

## **PERIPHERAL DUTIES**

- Schedules appointments, meetings, makes reservations, and arranges a variety of conferences and meetings, as directed by supervisors.
- Receives the public and answer questions; respond to inquiries from employees and citizens and others and refers, when necessary, to appropriate persons
- Answer telephone system.

## **DESIRED MINIMUM QUALIFICATIONS**

### **General:**

- Must be 18 years or older at the time of employment;
- Must possess, or be able to obtain by time of hire, a valid State driver's license without record of suspension or revocation in any State;
- No felony convictions or disqualifying criminal histories;
- Must be able to read and write the English language;
- Must be able to type a minimum of thirty-five words per minute, error free.

### **Education and Experience:**

- High school diploma or GED equivalent; and
- Two years of general office, communications, or records management experience, or
- An equivalent combination of education and experience.

### **Necessary Knowledge, Skills and Abilities:**

- Some knowledge of modern law enforcement principles, procedures, techniques, and equipment;
- Some skill in the operation of most of the tools and equipment listed below.
- Ability to learn the applicable laws, ordinances, and department rules and regulations; Ability to communicate effectively orally and in writing; Ability to establish and maintain effective working relationships with subordinates, peers and supervisors; Ability to follow verbal and written instructions; Ability to learn the City's geography.
- Working knowledge of computers and electronic data processing equipment; working knowledge of modern office practices and procedures.
- Prior knowledge of criminal justice system, police practices and civil law. Knowledge of computer and database systems.

## **TOOLS AND EQUIPMENT USED**

Personal computer, including word processing and specialized software, police radio, phone, typewriter, calculator, fax machine, copy machine.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to talk and hear. The employee is required to operate office equipment, handle objects, tools, and controls.

The employee must occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions. The noise level in the work environment is usually quiet to moderately noisy.

## EMPLOYEE ACKNOWLEDGEMENT

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

### ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the **Police Support Specialist** job description. I understand that it is my responsibility to adhere to the guidelines of the expectations, hours of work and essential duties outlined within this job description.

Employee Signature: \_\_\_\_\_

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

Print Name: \_\_\_\_\_

Manager Signature: \_\_\_\_\_

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