

City of  
**EDMONDS**  
Washington

**POLICE SERVICES ASSISTANT**

<b>Department:</b>	Police	<b>Pay Grade:</b>	<b>NE 7</b>
<b>Bargaining Unit:</b>	Law Support	<b>FLSA Status:</b>	Non-Exempt
<b>Revised Date:</b>	October 2012	<b>Reports To:</b>	Sergeant

**POSITION PURPOSE:** Under general supervision of a Sergeant; performs varied specialized office support work for the Police Department including providing information to the public and other law enforcement agencies; processing and reviewing reports, logs and other documents; researching crime and suspect information through a variety of electronic databases; processing a variety of applications and permits; responding to requests by officers and monitoring and maintaining the Department's compliance with multiple state and federal requirements.

**ESSENTIAL JOB FUNCTIONS 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.*

- Responds to and processes public disclosure requests; makes redactions and releases records according to state law; researches current public disclosure laws and consults with City Attorney as needed.
- Keeps informed of any changes to laws or statutes related to work duties.
- Processes pistol transfers, concealed pistol licenses, and firearm dealer licenses according to state and federal law; conducts appropriate fingerprinting, background investigations and legal research.
- Copies, processes and distributes police reports, citations, and field information cards; enters data from reports and contacts into records management system; scans reports into computer databases; seals juvenile records when court ordered and processes juvenile destruction orders.
- Assists the public in a multitude of ways by telephone and front counter contacts; receives and responds to inquiries; answers a variety of technical questions; refers individuals to appropriate offices and agencies; assists the public with completing and filing complaints, applications and other forms.
- Processes protection orders, payments for public records requests and licenses; processes fingerprints for permits and licenses; notifies landlords of certain crime information according to state law.
- Assists police staff with various activities including researching crime and suspect data via automated systems; processes evidence and performs prisoner searches and special projects as requested; provides notification to officers of subpoenas; collects and distributes mail within the Department.
- Reviews all records for quality control; ensures accuracy of content, entry and distribution; arranges for corrections to be made when necessary; maintains database for ACCESS certification; maintains accuracy of Department records, including validations, officer safety alerts, missing persons, stolen property and vehicles, protection orders and criminal history logs in accordance with WACIC and NCIC; performs internal audits.
- Assists in the development and implementation of a new regional records management system and mobile system; trains others in the Department to use the system; creates statistical reports to evaluate officer performance and crime comparison; performs citation audits from court provided data and creates other reports as required.

## **JOB DESCRIPTION**

### **Police Services Assistant**

#### **Required Knowledge of:**

- Law enforcement office procedures and equipment used.
- Police Department procedures and general orders.
- Proper presentation and processing of citations and reports for prosecutors, courts and judges.
- Report preparation and record keeping, including records management dissemination and public disclosure laws.
- Federal, state, and local laws affecting area of assignment.
- Typing and data entry procedures and methods.
- Effective communication principles and practices to include public relations and customer service.
- Current office procedures, methods, and equipment including computers and computer applications such as word processing and spreadsheets.
- Proper telephone etiquette.
- English usage, spelling, grammar and punctuation.
- Principles of business letter writing.

#### **Required Skill in:**

- Performing a variety of specialized clerical and office support duties for the City Police Department.
- Reviewing and transcribing police records and assuring accuracy of reports including accurately proofreading numerical and text data.
- Filing and maintaining documents alphabetically, numerically and chronologically.
- Working with individuals and agencies with a variety of backgrounds and purposes.
- Interpreting and administering policies and procedures sufficient to administer, discuss and explain them.
- Maintaining confidentiality and communicating with tact and diplomacy.
- Fingerprinting individuals for permits and licenses.
- Providing timely customer service to a variety of individuals and agencies.
- Keeping complete, accurate records.
- Working with equipment, tools, and materials required in area of assignment.
- Utilizing personal computer software programs and other relevant software affecting assigned work and in compiling and preparing spreadsheets.
- Effective oral and written communication principles and practices to include public relations and customer service.
- Current office procedures, methods, and equipment including computers and computer applications affecting work.
- English usage, spelling, grammar, and punctuation.

#### **MINIMUM QUALIFICATIONS:**

##### **Education and Experience:**

High School Diploma/GED Certificate and two years of general office, records management, communications, data entry, or customer support experience; prefer experience in dealing with confidential information and records in a law enforcement, judicial office, or similar; OR an equivalent combination of education, training and experience.

**JOB DESCRIPTION**  
**Police Services Assistant**

**Licenses or Certifications:**

- Valid Washington State Driver License.
- Must be able to successfully complete and pass a background check.
- May be required to successfully complete and pass other examinations as required by law or by city and department policies and/or Civil Service Commission Rules and Regulations, including a medical and psychological exam.
- ACCESS Certification and other related certifications may be required within a specified period of time after hire.

**WORKING CONDITIONS:**

**Environment:**

- Office Environment.

**Physical Abilities:**

- Ascending/descending stairs and walking.
- Hearing, speaking or otherwise communicating to exchange information in person or by phone.
- Lifting/carrying, pushing or pulling heavy items up to 50 pounds.
- Sitting, standing or otherwise remaining in a stationary position for extended periods of time.
- Bending at the waist, kneeling or crouching or otherwise positioning oneself to accomplish tasks.
- Operating a computer keyboard.

**Hazards:**

- Exposure to infectious disease.
- Harm from suspects held in police custody.

**Incumbent Signature:** \_\_\_\_\_

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

**Department Head:** \_\_\_\_\_

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