



City of Pacific Grove
Established Date: 12/18/2013

POLICE SERVICES TECHNICIAN

SUMMARY: Under basic supervision, provides clerical and technical assistance to Pacific Grove Police Department (PGPD) Officers; processes officer reports, enters and retrieves data in secure computer databases, performs records research, and provides information within scope of authority; participates in a variety of special projects as directed and perform a variety of tasks relative to assigned area of responsibility.

ESSENTIAL FUNCTIONS: -- *As defined under the Americans with Disabilities Act, essential functions may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer.*

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

- Performs clerical, technical, and administrative duties for the PGPD Records Unit, including officer assistance, data entry, record keeping, records research, and preparing and processing documents; performs duties in accordance with PGPD policy and procedures, and within scope of authority; duties may vary according to job assignment.
- Assists PGPD work group with administrative support, technical assignments, and office support functions; works independently in completing assignments, and makes appropriate decisions based on work experience and knowledge of City and PGPD policies and procedures.
- Respond to radio inquiries from officers in the field; obtain booking information from officers on persons arrested; electronically monitor in custody prisoners.
- Processes police reports and assists Officers with technical and legal documents; enters and validates reports and information into National Crime Information Center (NCIC), and California Law Enforcement Telecommunications System (CLETS) databases.
- Validates, searches, and verifies enforcement and legal information in the CLETS system.
- Provides information, instructions and assistance to the public and others having business with PGPD; assists customers with requests, applications, government forms, and other documents; answers questions and resolves issues within scope of authority, using knowledge of PGPD policies.
- Collects statistical data and compiles data for reports; receives and sends information to and from other agencies; maintains records and files; transcribes officer reports.
- Performs bookkeeping and accounting functions, and receives and tracks payments.
- Ensures that security protocols are followed, and all reports and paperwork are completed in a timely manner; updates, corrects, retrieves, and releases information according to procedures; reviews and releases edited PGPD records information.
- Responds to and resolves customer service issues in a courteous and respectful manner; resolves computer record errors and customer requests within scope of authority.
- May assist with the property and evidence room, Emergency Services Program, training system, and other special programs; verifies that PGPD procedures are followed and security standards are maintained.
- Attends meetings, and takes and transcribes notes.
- Supports the relationship between the City of Pacific Grove and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

High School Diploma or GED equivalent. One year experience in technical records management, preferred; OR an equivalent combination of education, training, and experience.

Knowledge of:

- Procedures for the management of official documents.
- Principles and practices of confidential records management, and file maintenance.
- Business computers, and specialized software applications for police records systems.

Skill in:

- Dealing tactfully and courteously with the public.
- Following and enforcing verbal and written instructions and procedures.
- Establishing and maintaining cooperative working relationships with co-workers.
- Communicating effectively verbally and in writing.

Ability to Learn:

- City policies and procedures.
- Policies, rules and regulations governing the conduct and safety of police records programs.
- NCIC and CLETS quality and security standards for police records and
- Federal and state rules and regulations.
- Standards and protocols for release of confidential information.
- The ability to communicate the above standards and policies.

LICENSE AND CERTIFICATION REQUIREMENTS:

A valid California State Driver's License may be required.

Ability to obtain Terminal Operator Certification for access to NCIC/CLETS within 6 months of employment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a standard office environment.