



Job Title	Police Service Representative Lead	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	4	Job Code	12107

Class Specification – Police Service Representative Lead

Summary Statement:	
<p>This position will be required to perform all the essential functions of a Police Service Representative (PSR) to include providing quality customer service and assistance to the members of the public, gathering information, writing reports regarding theft, harassment, runaways, and other situations, type dictated reports, and assist police officers by locating and providing information. In addition, provide coordination with all the divisions will manage city wide PSR schedule ensuring minimum staffing levels are achieved each day, assign float days, as well as, manage overtime schedule. Assist with the hiring process of new PSRs. Develop, manage, and schedule the new hiring training and be the lead trainer. Coordinate all in-service training ensuring coverage and be the first point of contact on day to day questions about processes from the other PSRs.</p>	
Essential Functions	Note: Regular and predictable attendance in the performance of this job is an essential function.
Time %	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
40%	Provide quality customer service and assistance to the general public and Police personnel by assisting customers with general information, assisting with walk-ins with non-emergency and emergency calls requesting Police Services.
40%	Provide clerical support by utilizing multiple programs to aid in investigations; typing clear, concise, and accurate criminal reports, monitoring and operating gates, building doors, and prisoners and officers' safety in holding cells.
20%	Serve as the subject matter expert and first point of contact to other PSRs for questions on day to day processes and procedures and questions. Coordinate within all the divisions will manage city wide PSR schedule ensuring minimum staffing levels are achieved each day, assign float days, as well as, manage overtime schedule. Assist with the hiring process of new PSRs. Develop, manage, and schedule the new hiring training and be the lead trainer, and coordinate all in-service training ensuring coverage.



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Competencies Required:

Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Reading: Basic - Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.

Math: Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgments and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED).

Experience: Two years of full-time Police Service Representative experience.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.



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Supervision Exercised:

Work requires supervising and monitoring performance for a regular group of employees or department including providing input on hiring/disciplinary action and work objectives/ effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these tasks.

Supervision Received:

Receives Direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.

Fiscal Responsibility:

This job title has no budgetary responsibility.

Physical Demands:

Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly AND/OR walking or standing to a significant degree.

Environmental Conditions:	Frequency
Primary Work Environment	Office
Extreme Temperature	Seasonally
Wetness and Humidity	Never
Respiratory Hazards	Occasionally
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Occasionally

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.



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Specialized Computer Equipment and Software:

Ability to learn various specialized criminal justice computer applications, and proficient in Microsoft Word, CJIS, CAD, LERMS, TLO, MFR, Utilities databases, and Court Access.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: October 2017