



Job Title	Police Service Representative	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	2	Job Code	12103

Class Specification – Police Service Representative

Summary Statement:	
<p>The purpose of this position is to provide customer service to internal and external customers. This is accomplished by accessing law enforcement specific databases to obtain information pertinent to police investigations; submitting personal property through evidence portal; submitting found property through evidence portal; maintaining a working knowledge of Colorado Revised Statutes and Police Department policies and procedures; and providing research and investigative assistance to Police Officers by being knowledgeable of resources. Other duties include department senior office specialist back-up, and distributing division mail.</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.
50%	Provides quality customer service and assistance to the general public and Police personnel by assisting customers with general Police information; assisting walk-ins with non-emergency and emergency calls requesting Police; and using multiple computer programs and databases to accomplish these tasks.
40%	Provides clerical support by utilizing multiple programs to aid in investigations; typing clear, concise and accurate criminal reports; distributing e-mails; scanning reports for recordkeeping; and issuing summonses and parking tickets to officers.
10%	Ensures facility security by screening visitors to the building; monitoring closed-circuits digital surveillance system; monitoring prisoners and officers' safety in holding cells; and monitoring and operating electronic gates and building doors.



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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: One year of full-time customer service experience.

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

Notary Public	Within 3 months of start date
Colorado Bureau of Investigation Certification	Within 3 months of start date
NCIC/ CCIC	Within 3 months of start date
CJIS (Criminal Justice Information System)	Within 3 months of start date
Colorado CourtLink	Within 3 months of start date
Certifications required in accordance with standards established by departmental policy.	



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Supervision Exercised:

Requires the occasional direction of volunteers, helpers, assistants, seasonal employees, interns, or temporary employees.

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: July 2014