



Town of Moraga Police Services Technician

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specification ***may not include all*** duties performed by individuals within a classification. In addition, specifications are intended to outline the ***minimum*** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

Established: June 22, 2016

Revised: Not Applicable

Employee Group: Moraga Employees Association

FLSA Status: Non-Exempt

DEFINITION:

Under general supervision, the Police Services Technician performs a wide variety of technical and routine assignments associated with the support functions of the Police Department. Activities may include front counter and other customer support, a variety of clerical responsibilities, and administration of the property and evidence function including receiving, inventorying, controlling, and purging inventory.

DISTINGUISHING CHARACTERISTICS:

This is a non-sworn, civilian classification assigned to the Police Department with work primarily conducted in an office setting. This position has a considerable amount of public contact in person, by phone, and email requiring the ability to solve problems while exercising patience, tact, good judgment, and a high degree of confidentiality. The Police Services Technician handles highly sensitive and confidential information, and requires the ability to work independently.

SUPERVISION RECEIVED/EXERCISED:

This position receives general supervision from the Police Services Coordinator, and will receive direct supervision from the Lieutenant when performing property and evidence functions.

ESSENTIAL FUNCTIONS:

Duties may include, but are not limited to, the following:

- Serves as the first line of contact to external customers via telephone or in-person; receives non-emergency calls from citizens related to law enforcement functions, refers customers to appropriate staff and/or provides a variety of general information regarding police and Town services.
- Enters and maintains accurate data and information into the Department's records management system.
- Develops, maintains, tracks and archives a variety of files and records.
- Prepares and sends invoices, receives and processes payments for a variety of services, handles cash, and prepares deposits as required.

- Duplicates and distributes crime, incident, arrest and accident reports to the general public and various agencies per federal, state, and local laws related to release of information and in compliance with the Public Records Act.
- Prepares documents, correspondence, and routine reports.
- Tracks and distributes internal subpoenas.
- Schedules, processes and performs fingerprint and Live Scan services for the general public, court-ordered registrants and Town departments.
- Receives, opens, stamps and distributes mail.
- Tracks and orders department office supplies.
- Serves as the property officer for the department, collecting, processing, tracking, preserving and purging property and evidence.
- Notifies property owners and legally disposes of property.
- Purges records in accordance with federal, state, local laws, codes and ordinances.
- Occasionally may perform a variety of other public safety related tasks in the field, and/or other tasks and responsibilities as assigned.

PHYSICAL AND MENTAL STANDARDS NEEDED FOR ESSENTIAL JOB FUNCTIONS:

Physical: Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement and fine coordination in data entry using a computer keyboard. Additionally, the position requires near and far vision in reading correspondence, statistical data and using the computer, and acute hearing is required when providing telephone and customer service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

Working Conditions: Exposure to dangerous persons, firearms, bodily fluids, and hazardous materials; will occasionally perform suspect body searches.

Mental: While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; perform detailed work; work with constant interruptions; and interact with other staff, officials and the public.

QUALIFICATIONS:

- Eighteen (18) years of age or older.
- Perform responsible and confidential support work involving the use of independent judgment, attention to detail and the ability to work independently within established policies and processes.
- Interpret and apply local, state and federal laws, Public Records Act, codes, ordinances, Town procedures, policies, rules and regulations.
- Demonstrate effective customer service skills, including communicating clearly and concisely, both orally and in writing; and ability to work with challenging and/or difficult people.
- Complete cash transactions and reconciliation.
- Operate standard office equipment, and the ability to learn and use specialized police software programs.
- Understand and carry out oral and written instructions, including working independently to complete tasks with speed and accuracy.
- Organize and prioritize work assignments, handle information of a sensitive and confidential nature.

- Compose routine correspondence and letters.
- Make occasional trips to other agencies and offices.
- The ability to learn basic functions, terminology, principles and practices of a law enforcement agency.
- Understand and apply legal guidelines pertaining to maintenance and control of evidence and property.
- Successfully complete Public Records Act and Property and Evidence classes, and obtain applicable Department of Justice certifications within the first 6 months of employment.
- Maintain and apply knowledge of current police property and evidence and records functions.

EDUCATION AND EXPERIENCE

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Experience: Two (2) years of work experience in an administrative environment. Professional experience in a law enforcement or municipal agency is desirable.
- Education: Sixty (60) units of college-level coursework. Two (2) years of significant, directly related experience may be substituted for thirty (30) college units.

OTHER REQUIREMENTS

Must pass an extensive background investigation which may include polygraph examination. A valid California Driver's License (Class C) and a satisfactory driving record are conditions of initial and continued employment.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Principles and practices of good customer service.
- Basic functions and structure of a municipal organization.
- Applicable federal, state and local laws, codes and ordinances, policies, procedures, practices and regulations, including those dealing with confidentiality.
- Standard office procedures, practices and equipment.
- Methods and techniques for record keeping and report preparation and writing.
- Proper English, spelling and grammar.
- Occupational hazards and standard safety practices.

Skill to:

- Use a personal computer and a variety of computer software application for police records processing and similar activities.
 - Operate telephone, calculator, computer, and related office equipment.

Ability to:

- Organize and prioritize work, coordinate multiple activities, and meet critical deadlines.
- Interpret, apply and explain a variety of rules, policies and procedures.

- Communicate effectively with internal and external customers orally and in writing.
- Prepare, maintain and reconcile various financial and statistical records.
- Keep accurate records.
- Read, interpret and record data accurately.
- Interpret and apply California Public Records Act.
- Organize, prioritize and follow-up on work assignments.
- Work independently and as part of a team.
- Make sound decisions within established guidelines.
- Maintain confidentiality of a wide range of sensitive information.
- Follow written and oral directions.
- Safely operate a motor vehicle.
- Observe safety principles and work in a safe manner.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships.

****The employer will make reasonable accommodation in compliance with the Americans with Disabilities Act of 1990.****