



Title: Police Support Assistant

FLSA Status: (Non-Exempt)

BRIEF DESCRIPTION:

The purpose of this position is to provide a wide variety of routine to difficult clerical support functions in support of assigned department. This is accomplished by performing customer service, word processing, records management, and general data entry duties. Other duties may include completing related tasks as assigned.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Performs various routine clerical duties: responds to incoming inquiries, types transcribes, prepares written correspondence, faxes, makes photocopies, scans documents, creates labels and files, distributes reports, keys information into databases, and ensures accuracy and quality of documents.
2	L	Provides customer service to general public, department personnel, customers, and external agencies by assisting with requests for reports, documents, and inquiries. Retrieves files and redacts information per City Standards.
3	L	Maintain files, reports, and police records for the department. Assists with assembling, sorting, coding, and entering police records data into database.
4	S	Collects payments and fees for records and police related documents and balances cash drawer.
5	S	Maintains office supplies, completes standard ordering, issues and distributes equipment and supplies as needed, and keeps accurate inventory.



JOB REQUIREMENTS:

-Description of Minimum Job Requirements	
Experience	6-9 months experience. Some previous experience required in the same or similar previous positions. The job requires a general understanding of common techniques, methods, practices, procedures, and use of forms, routines, etc., of an intermediate nature.
Education	High school graduation or equivalency.
Technical Skill	Skilled technical skills. Work requires predominately routine and some non-routine technical skills. Requiring practical knowledge of a technical field with use of judgment and decision-making abilities appropriate to the work environment to the organization.
Physical Demands	Work requires moderate physical exertion. Forces exerted are equivalent to lifting between 10 and 25 pounds. Job requirements for manual dexterity or physical manipulation are also moderate. The need for physical stamina and endurance is of some significance. The degree of physical strain produced on the job is moderately taxing, and is fatiguing. Work could involve a considerable amount of walking, standing, a confining or tiring work position, or constant periods of sitting in one position where the freedom does not exist to walk about.
Contacts	Contacts are necessary to perform the job as work involves internal and external contacts for the purpose of providing guidance, instruction or technical advice or for the purpose of explaining business matters by interpreting organizational policy. Improper handling would cause problems in relationships. Work involves occasional contact with people who are upset, uncooperative or have difficulty communicating their requirements and/or an occasional requirement to communicate information that people do not want to hear or may find upsetting.
Responsibility	May show another employee how to perform a task or may have some lead authority over one or more people for a short period of time through the year. May train replacement and/or co-worker in own job functions.
Accountability	Decision/action situations have a moderate impact on the organization. Errors are usually detected after the fact and may result in significant interruption and delay in work output and may have a moderate impact on resources within a department. Errors may have an impact on other departments and external relationships.
Environment	No adverse environmental conditions, pleasant surroundings.
Safety	Work involves few, if any, duties that if incorrectly performed could present a safety risk to others.
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	Intermediate - Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. 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.
Certification & other requirements	Full Police Department background check required, including polygraph.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with “L”				
Sedentary	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Observing work site, observing work duties, communicating with co-workers
Fine Dexterity	F	Computer keyboard, telephone keypad, calculator
Walking	F	To other departments/offices, around work site
Lifting	O	Supplies, files
Carrying	O	Supplies, files
Sitting	F	Desk work, meetings, driving
Reaching	O	For supplies, for files
Handling	F	Paperwork
Pushing/Pulling	O	File drawers, tables and chairs
Climbing	R	Stairs, step stools
Vision	C	Reading, computer screen, driving
Foot Controls	R	Driving
Balancing	R	On step stools
Bending	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers, retrieving items from lower shelves/ground
Hearing	C	Communicating via telephone/radio, to co-workers/public
Kneeling	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crawling	R	Under equipment
Twisting	O	From computer to telephone
Talking	F	Communicating via telephone/radio, to co-workers/public
Other (specified if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:
 Standard office equipment, debit card machine, laminator, Microsoft Office

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never		D Daily	W Several Times per Week	M Several Times per Month	S Seasonally	N Never
-Health and Safety Factors-						-Environmental Factors-				
Mechanical Hazards			N			Extreme temperature			N	
Chemical Hazards			N			Wetness and/or humidity			N	
Electrical Hazards			N			Respiratory hazards			N	
Fire Hazards			N			Noise and vibration			N	
Explosives			N			Physical hazards			N	
Communicable Diseases			N							
Physical Danger or Abuse			N							
Other:										

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
-Description of Non-Physical Demands-			-Frequency-
Time Pressure			F
Emergency Situation			R
Frequent Change of Tasks			F
Irregular Work Schedule/Overtime			R
Performing Multiple Tasks Simultaneously			F
Working Closely with Others as Part of a Team			F
Tedious or Exacting Work			O
Noisy/Distracting Environment			R
Other			

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other	
Recreation/Neighborhood Center			