

POLICE STAFF ASSISTANT
Grade 11 - Salary \$37,563 Minimum - \$56,344 Maximum

GENERAL STATEMENT OF DUTIES: This position provides customer service at the front desk of the Police Department and performs technical duties in the maintenance of department records.

DISTINGUISHING FEATURES OF THE CLASS: The work consists of related technical and customer service duties. Frequent interruptions contribute to the complexity of the position. The purpose of the position is to perform technical duties in the maintenance and processing of department records. Successful performance contributes to the efficiency and effectiveness of departmental operations.

Guidelines include City and department policies and procedures of the Division of Criminal Information (DCI) and the National Crime Information Center (NCIC) regulations, North Carolina Open Records laws, and North Carolina records retention guidelines. These guidelines are generally clear and specific but may require some interpretation in application. Work is performed in accordance with department policy and state and federal law, supplemented with specific directions from sworn personnel.

The PARC Director assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final result.

ESSENTIAL JOB FUNCTIONS:

- Answers telephone and greets visitors; provides information and assistance; prints requested reports
- Enters incidents, arrests, accidents, and citations reports into computer system
- Processes, indexes, and files police records
- Researches and prepares reports for the police department
- Codes and enters reports in compliance with Uniform Crime Reporting (UCR) and/or requirements
- Assists the public with various reports and information
- Handles daily correspondence as required
- Receives routine telephone calls and personal requests for assistance concerning crimes or general information
- Operates a variety of electronic equipment to maintain contact with police personnel and other law enforcement units
- Operates a computer terminal connected with the Division of Criminal Information and the National Crime Information Center to obtain driver's history, vehicle registration data, and criminal record information
- Provides support to the Criminal Investigation Division as assigned; prepares correspondence; maintains files and records; enters warrant and other data; and prepares regular and special reports

- Serves as Terminal Agency Coordinator for DCI and NCIC databases as assigned; maintains warrant files; maintains stolen vehicle/article entries; submits monthly Uniform Crime Reports; and administers DCI training to department personnel
- Provides support and assistance with evidence as assigned
- Provides assistance with the accreditation process as assigned
- Grant writing
- Provide support to police administration as assigned
- Performs related work when required

JOB RELATED PHYSICAL ACTIVITY REQUIREMENTS: The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts heavy objects, such as boxes of files weighing approximately 25 pounds, and climbs ladders. Physical activity related to this position may include stooping, reaching, fingering, grasping, talking, hearing, and repetitive motions. Sufficient visual acuity is required to prepare and analyze data figures, perform accounting and transcription functions, and use a computer terminal. The work is typically performed in an office.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of modern office practices and procedures
- Knowledge of City and departmental policies and procedures
- Knowledge of DCI and NCIC policies and procedures
- Knowledge of computers and job-related software programs
- Knowledge of records management guidelines
- Knowledge of open records laws
- Skill in prioritizing and organizing work
- Skill in the provision of customer service
- Skill in the maintenance of files and records
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier
- Skill in oral and written communication

ACCEPTABLE EXPERIENCE AND TRAINING: Graduation from high school and successful completion of SBI, DCI course; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

ADDITIONAL REQUIREMENT: Must pass background check.

Pre-employment drug screening is required.

Employee Benefits: Prudential 401K/457 Plans, Local Government Retirement, Medical, Dental, Vision, Life Insurance, Vacation, Holiday, and Sick Allowance

Equal Opportunity Employer

Position Open Until Filled