

MAJOR FUNCTION

This is technical work assisting the public and sworn officers with non-priority calls for service. An employee of this class will respond to traffic crashes with minor injuries, direct traffic, complete the appropriate report and if reasonable issue traffic citations. This position will collect pertinent information from victims of delayed, non-critical calls for service, and complete accurate primary reports for a variety of crimes that will be forwarded to investigators for further follow-up. This position will also be responsible for assisting sworn officers with traffic direction, processing crime scenes for fingerprints, towing vehicles, and collecting evidence. They may also be required to testify in court and will have general knowledge of criminal statutes, traffic laws, city ordinances, and departmental functions. Work requires the use of independent judgment, initiative and skill in their application to a variety of cases. Work is reviewed through conferences, written reports, inspections and observations of results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Serves as complaint intake officer. Provides general information to the public concerning law enforcement and community service functions. Responds to traffic crashes with minor injuries, directs traffic and completes the appropriate report and if reasonable issues a traffic citation. Responds to and investigates non-emergency police incidents including but not limited to lost/found property, abandoned property/vehicles, burglaries, missing persons, battery and assaults, criminal mischief, security inspections, forgeries, obscene phone calls, etc. Determines if the call for service constitutes a crime and if the crime is within the agency's jurisdiction. Speaks with the victim and interviews them to obtain biographical, contact and criminal information for clarity of the report. Determines the type of crime that has been reported. Requests supporting documents of the crime and scan information into the computer system or impound original evidence. Attends court to present testimony based on criminal investigations, or traffic related investigations. Performs related work as required.

Other Important Duties

Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Knowledge of pertinent laws, ordinances and codes pertaining to criminal and related violations. Knowledge of modern police practices and methods of administration, organization, investigation and operation. Ability to analyze situations quickly and objectively, and to determine the proper course of action. Ability to cope with situations firmly, courteously, tactfully and with respect for the rights of others. Ability to obtain information through interviews, interrogations, and observations. Ability to prepare written reports. Ability to follow and understand oral and written instructions. Skills in the operation of computer equipment.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate.

Necessary Special Requirements

Possession of a valid Class E State driver's license at the time of appointment.

The top applicant chosen for this position will be required to complete and pass a Truth Verification Examination prior to an employment offer being made.

The position at the Police Department may work shifts of various lengths including, but not limited to, 8 hours, 10 hours, 12 hours or more, depending on the assignment and operational needs of

the Department. May also work at any time during a 24-hour period, including shifts during the day, afternoon, or overnight.

Established: 09-27-83

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