Job Description

Job Title:	Police Services Assistant	Classification:	Classified
Department:	Police	Grade:	140
Occupational Group:	Administrative Support	FLSA:	Non-Exempt
Status:	Full-Time	Supervisory:	No

Primary Purpose

Under general direction; performs a variety of complex or specialized police support activities in an assigned work unit.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Answers phone calls from the public; responds to requests for specialized information such as Department policies/procedures or programs and/or guidelines for program/service participation.
2. Routes calls needing technical response to the appropriate staff member for resolution.
3. Enters a variety of information into computerized databases including police activity reports, arrest warrants, City Ordinances, case status reports, and client information updates.
4. Maintains records/filing systems containing specialized or confidential information/materials.
5. Researches and prepares a variety of reports/correspondence regarding Department activities/programs.
6. Responds to questions and complaints from the public through telephone calls and in-person inquiries. Provides first point of contact for non-emergency inquiries for the Police Department.
7. Requires knowledge of Federal, State, and local laws and department rules and procedures.
8. Uses analytical ability; makes considerable judgement determinations to write a police report following specific laws and department guidelines when constructing and classifying reports. Provides credible testimony in a court of law when required.
9. Processes and logs evidence into the evidence room from reports, following departmental procedures and proper chain of custody, as required.
10. Exercises sound judgment regarding release of information including police reports to the general public according to Federal, State, and local law, as well as departmental policy.
11. Secures and maintains videos from in-car and personnel body cameras captured from sworn police personnel and their vehicles.
12. Contributes effectively to the Police Department, communicates effectively with co-workers, both within the department as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.

Other Duties

- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: Basic bookkeeping procedures; Missouri Uniform License Examination System (MULES) as well as being able to successfully complete any training in order to have access to the MULES; staff and operating policies/procedures of the work unit to which assigned; general office procedures, including filing systems, formats for various reports and correspondence; Microsoft Office Suite.

Skill in: Establishing and maintaining effective working relationships with other City employees at all levels and the public; operating standard office equipment/machines, including computers, FAX machines, copiers, calculators, and telephones; operating a keyboard to type correspondence and entering data into various computerized databases; preparing variety of records, reports, and correspondence using appropriate format; maintaining filing/records systems; Microsoft Office Suite.

Education: High school diploma or GED equivalent required.

Experience: Prior work experience managing confidential reports or data, high-volume customer service environment.

Licenses and Certifications: Possess and maintain a valid state issued driver's license. Missouri POST certification is preferred, but not required.

Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in-person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin. Must be able to type 40 words per minute, net errors. Must be certified to operate the Missouri Uniform Law Enforcement System (MULES) or able to be certified within one year.

Revision Date: 11/01/2021	Type of Change: Update position
Revision details: City-wide job description revision and updates.	