

CITY OF CORAL SPRINGS Classification Description

CLASSIFICATION TITLE: Police Service Aide
FUNCTIONAL AREA: Police Department

WORK OBJECTIVE:

Under general supervision of a Records Supervisor, the purpose of the position is to perform various routine administrative duties in support of law enforcement activities. Employees in this classification perform at staff level to assist law enforcement personnel with routine police reports processing and non-emergency response activities; data entry of reports, citations, related documents. Objective is to assist in the general welfare and public safety responsibilities of various school, commercial and community activities and law enforcement functions.

ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Assists the general public and responds to routine inquiries.
- Receives non-emergency telephone inquiries, reports and complaints, ascertaining the nature of the call, and resolving personally, or directing it to the appropriate departmental employee.
- Performs and assists with non-emergency response functions and special assignments as directed, e.g., stolen tags, theft, fraudulent checks, lost and found, missing persons, runaways, criminal mischief.
- Performs a variety of routine administrative functions in support of law enforcement activities and reporting procedures, e.g., data entry, typing, reports processing.
- Generates appropriate police reports in response to citizen complaints, e.g., stolen tags, theft, fraudulent checks, lost and found, missing persons, runaways, criminal mischief.
- Maintains a daily log of activities.
- Retrieves and compiles records for investigations, arrests and/or prosecutions as instructed by Law Enforcement Officers.
- Operates various office equipment, i.e., computer terminals, printers, copy machines, telephone systems and switchboards, facsimile machines.
- Assists other unit personnel with specialized projects to support efficient functioning of the department.
- Assists with payroll processing, verification and data entry tasks.
- Assists with inventory, property, card access, fleet maintenance, fuel delivery system as necessary.

Police Aide

MINIMUM QUALIFICATIONS:

Education / Certifications / Experience –

High school diploma or GED; supplemented by a demonstrated aptitude for customer service oriented work, an ability to learn and perform various clerical/administrative support functions, and the ability to deal diplomatically with irate or frightened persons; experience in law enforcement/fire/emergency administrative support work preferred; or an equivalent combination of education, training, and experience.

Knowledge, Skills, & Abilities –

Knowledge of business English and spelling.

Ability to understand and follow written and oral instructions.

Ability to clearly communicate information both verbally and in writing.

Ability to operate basic office equipment.

Ability to access, operate and maintain various software applications.

Ability to perform routine mathematical computations and tabulations accurately and efficiently.

Knowledge of basic policies and practices of conducting currency transactions.

Ability to read, update and maintain various records and files.

Ability to understand and follow pre-established City, County and State policies and procedures applicable to the work.

Ability to establish and maintain effective working relationships with law enforcement personnel, supervisors and the general public.

Skill in the principles and techniques of customer service skills; ability to deal diplomatically with irate individuals.

PHYSICAL REQUIREMENTS:

Work is performed in usual office conditions with rare exposure to disagreeable environmental factors, e.g., dust, cleaning chemicals/fumes, mild temperature variations.

ENVIRONMENTAL REQUIREMENTS:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).

The City of Coral Springs is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Coral Springs provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.