

Police Information and Referral Specialist

FLSA Status: Covered
Bargaining Unit: District Council of Trade Unions (DCTU)

General Summary

Positions in this broad class provide community-policing support by telephone to enable maintenance of more officers on the street.

Police Information and Referral Specialist - 30000027

Distinguishing Characteristics

The journey level of this class typically answers calls directed to non-emergency dispatch and to Information and Referral line, and determines the best police or other agency response to the problem. It is distinguished from Police Administrative Support Specialist by its focus on police information and referral.

Typical Duties/Examples of Work

1. Pre-screens calls for police officers and from non-emergency dispatch; answers a wide variety of questions from the community regarding police matters; provides information and explanations of Police Bureau and City policies, procedures, laws and ordinances.
2. Elicits information from callers to determine nature of problem and appropriate referral; provides limited advice and counsel on issues such as mental health, crises, resource services, and criminal justice system procedures.
3. Maintains the citizen crime reporting system; sends out crime reports to citizens; reads, codes and corrects returned reports.
4. Provides assistance to the City and Police Bureau during emergencies by staffing phone lines and providing emergency information; provides information to citizens during special events in the city.
5. Manages the graffiti and rumor control hotlines; enters, documents and reports vandalism; provides supplies and instruction to the public for clean up and prevention of vandalism.
6. Provides information to officers on heavy crime areas by coding crime reports and checking for compliance, as assistant to Police Records.

7. Researches police records' using PPDS, LEDS and computer-assisted dispatch systems, and provides information or referrals as appropriate according to security guidelines.
8. Documents specific neighborhood issues as requested, such as traffic problems and drug houses, to provide information and assistance to police officers; interviews citizens by phone to gather information.
9. Maintains records, logs and statistics.
10. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: criminal justice procedures related to information and referral; Police Bureau rules, regulations and operating procedures; City functions; various referral sources; crime prevention methods

Ability to: rapidly assess critical situations involving the public; remain calm in emergencies or threatening situations; diffuse difficult situations; establish and maintain effective interpersonal relationships with a diversity of others

Skill in: oral and written communication; accurate keyboarding; alpha-numeric and chronological filing; maintaining strict confidentiality; identifying, verifying and correcting data discrepancies; multi-tasking; exercising tact, diplomacy and persuasion with a diversity of others; providing effective customer service

Special Requirements

PPDS and LEDS certification

Classification History:

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99. This class is composed of the following classes:
0152 Police Clerical Specialist Adopted 05-15-84

June 2009 - Change Job Class number from 0155 to 30000027, due to system change.

Working Conditions

Work in this class is typically performed in an office environment. Incumbent is typically confined to work space; required to answer a high volume of calls from potentially hostile, distraught, or unbalanced people.