Police Administrative Support Specialist

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

General Summary

Positions in this broad class use Portland Police Data System (PPDS) and Law Enforcement data System (LEDS) law enforcement computer applications to provide support for officers and the courts. These positions differ from the Administrative Support Specialist class because they work multiple shifts, require a high degree of accuracy affecting public safety and legal consequences, and provide service to the public in potentially threatening, emotional and problematic contexts. Incumbents are required to pass a background investigation.

Police Records Specialist, Trainee - 30000019

Distinguishing Characteristics

The trainee level of the Police Records series typically assists with and learns the full range of assignments within Police Records, in a learning and developing capacity. All work is required to reach an accuracy level of 95%, and is frequently time sensitive. Strict confidentiality must be exercised in all areas.

Typical Duties/Examples of Work

1. Assists with and learns to establish, update and maintain computer records for victims, arrested persons, case files, vehicles, addresses and other file indices.

2. Assists with and learns to read, interpret, and code various types of information contained in police reports. Enters, modifies and cancels data from police reports into internal database with a high degree of accuracy; processes a variety of other documents according to established procedures, local, state and federal laws and mandates; determines coding relevant to various source documents, and to meet a variety of internal requirements.

3. Duplicates and distributes copies of police reports to police officers, investigative units, and outside agencies following Bureau policies in the release of information and documents; interprets and articulates laws, statutes, ordinances and policies to citizens, attorneys, public officials and others.

4. Drives to various precincts, and other sites to pick up and deliver materials at all hours (day and night) during assigned shift; opens, sorts and distributes mail, police reports and other sensitive documents.

5. Learns to take information regarding towed or stolen vehicles. Make computer entries, modifications and cancellations in local, state and national computer systems following mandated format and time frames. Create form and non-form notification letters; reconcile problems with state agencies, other jurisdictions, dispatchers, investigators and others involved in the process of towing and recovering stolen vehicles. Learns to determine rightful ownership of vehicles based on documents presented by citizen and other resources as deemed necessary.

6. Learns to provide a variety of "customer" services in person and via telephone to internal and external users. Deals with angry/hostile/upset persons who have had their vehicle towed or stolen; determines proof of liability insurance and proof of ownership of vehicles and issues or denies releases accordingly. Verifies identity and information, reviews criminal history information with subjects and takes initial requests for challenges to record information; releases information as appropriate. Delay subjects known to have warrants or forged documents until officer can be dispatched to make arrest.

7. Interacts with police officers by telephone, radio and in person to obtain or provide information; responds to special requests by officers attempting to obtain information by accessing a variety of computer systems and manual files.

8. Learns to maintain computerized and manual file systems, logs, lists and other data. Operates and performs varying degrees of maintenance on a variety of office equipment, including various copy machines, FAX machines, time stamps, electronic numbering machines, teletype machines, typewriters, PC and a dumb computer terminals, multi-line telephones, police radios and other equipment.

9. Learns to receive and receipt money.

10. Performs related duties as assigned

<u>Required Knowledge, Skills and Abilities</u>

Ability to: keyboard and enter data quickly with a high degree of accuracy; attend to detail; diffuse difficult situations, deal with angry/hostile/distraught individuals of varying backgrounds, educational levels and mental statuses. Explain complex rules, laws and policies to persons from varying backgrounds, educational levels and mental states. Do alphanumeric and chronological filing; maintain strict confidentiality; identify data discrepancies; multi-tasking of complex and demanding functions, exercise tact, diplomacy and persuasion with a diversity of others; provide effective customer service.

Special Requirements

Valid drivers' license; PPDS skills and LEDS Certification to highest level. This classification conducts all functions 24 hours per day, 365 days a year. Requiring shift work; working all holidays and weekends; standing for long periods; keyboarding for long periods; reaching, stooping and bending to reach high and low files; keyboarding while speaking on a telephone. Typically required to drive to all parts of the city at various hours day and night and be exposed to hostile distraught, threatening people, including criminals.

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:
0145 Police Data Tech Trainee Adopted 02-17-81
June 2009 - Change Job Class number from 0145 to 30000019, due to system change.

Police Records Specialist - 30000020

Distinguishing Characteristics

The journey level of this class typically performs all of the broad range of functions performed in the Police Records Division on a rotating basis including police and auto records processing, vehicle releases to the public, copying reports and conducting research consistent with public records laws and Bureau policy. All work is conducted with a 95% accuracy requirement and is frequently time sensitive. Strict confidentiality must be exercised in all areas. This work requires knowledge of a variety of very technical and complex procedures, laws and functions with a high consequence of error for inadequate performance or inappropriate judgement. It is distinguished from the Trainee by performing the full range of services independently and proficiently. It is distinguished from Police Administrative Support Specialist by the focus on police records rather than general administration.

Typical Duties/Examples of Work

1. Reads, interprets, and performs complex classification and coding of police reports based on both national standards, and to meet varying internal Bureau requirements; determines distribution of reports to investigative details and other law enforcement entities; retrieves, interprets and disseminates information from a variety of computer systems and other sources.

2. Establishes, updates and maintains computer records for victims, arrested persons, case files, vehicles, addresses and other file indices.

3. Reads, interprets, and codes various types of information contained in police reports. Enters, modifies and cancels data from police reports into internal database with a high degree of accuracy. Processes a variety of other documents according to established procedures, local, state and federal laws and mandates, and some within court mandated time frames; determines coding relevant to various source documents, and to meet a variety of internal requirements.

4. Duplicates and distributes copies of police reports to police officers, investigative units, outside agencies, citizens, attorneys, insurance companies and other interested parties. Interprets and applies state public records laws, federal privacy and freedom of information acts, and Bureau policies in the release of information and documents; interprets and articulates laws, statutes, ordinances and policies to citizens, attorneys, public officials and others.

5. Drives to various precincts, and other sites to pick up and deliver materials at all hours (day and night) during assigned shift; opens, sorts and distributes mail, police reports and other sensitive documents.

6. Takes information regarding towed or stolen vehicles. Make computer entries, modifications and cancellations in local, state and national computer systems following mandated format and time frames. Creates form and non-form notification letters; reconciles problems with state agencies, other jurisdictions, dispatchers, investigators and others involved in the process of towing and recovering stolen vehicles. Determines rightful ownership of vehicles based on documents presented by citizens.

7. Provides a variety of customer services in person and via telephone to internal and external users. Deals with angry/hostile/upset persons who have had their vehicle towed or stolen; determines proof of liability insurance and proof of ownership of vehicles and issues or denies releases accordingly. Verifies identity and information, reviews criminal history information with subjects and takes initial requests for challenges to record information; releases information as appropriate. Delay subjects known to have warrants or forged documents until officer can be dispatched to make arrest.

8. Interacts with police officers by telephone, radio and in person to obtain or provide information; responds to special requests by officers attempting to obtain information by accessing a variety of computer systems and manual files to gather information; assists and instructs police officers conducting complex computer searches. Notifies officers of report writing errors and instructs on proper report writing procedures.

9. Receives and sends Teletype messages from and to various agencies. Takes appropriate action or notify appropriate person or unit based on message received. Does computer entry of lost, stolen, pawned or recovered items, and

missing/runaway/endangered persons into state and national systems with extreme accuracy; researches serial number and other identifiers in order to complete entries accurately.

10. Establishes and maintains computerized and manual file systems, logs, lists and other data. Operates and performs varying degrees of maintenance on a variety of office equipment, including various copy machines, FAX machines, time stamps, electronic numbering machines, teletype machines, typewriters, PC and computer terminals, multi-line telephones, police radios and other equipment.

11. Receives and receipts money; reconciles cash register tape with monies collected and disbursed.

12. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of ordinances, statutes, laws, General Orders, policies and procedures related to document processing, vehicle ownership, towing, insurance coverage, title transfers and sale; various computer systems protocols and administrative rules regarding access, use and dissemination of data contained in various computer systems.

Ability to diffuse difficult situations, deal with angry/hostile/distraught individuals of varying backgrounds, educational levels and mental statuses; explains complex rules laws and policies to persons from varying backgrounds, educational levels and mental states.

Skill in highly accurate keyboarding of highly detailed, non standard data (requires interpretation and judgement); alpha-numeric and chronological filing; maintaining strict confidentiality; identifying, verifying and correcting data discrepancies; multitasking of complex and demanding functions, exercising tact, diplomacy and persuasion with a diversity of others; providing effective customer service.

Special Requirements

Valid drivers license. Must possess expert level PPDS skills and highest level LEDS Certification. Standing for long periods; keyboarding for long periods; reaching, stooping and bending to reach high and low files; keyboarding while speaking on a telephone; typically required to drive to all parts of the city at various hours day and night and be exposed to hostile distraught, threatening people, including criminals.

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:
0146 Police Data Tech I Adopted 01-20-81
Revised: June 2009 - Changed to SAP number 30000020 From 0146.
June 2009 - Change Job Class number from 0146 to 30000020, due to system change.

Police Records Training Coordinator - 30000021

Distinguishing Characteristics

The lead level of Police Records class possess the ability to perform all aspects of the Records functions performed by the Police Records Specialist; trains and monitors personnel in all Records functions; resolves difficult problems and customer service issues, and performs a wide variety of administrative duties. It is distinguished from the Police Records Specialist by its training, knowledge, leadership, conflict-resolving abilities, and administrative functions.

Typical Duties/Examples of Work

1. Train Police Records Specialists and Trainees in all aspects of Police Records functions. Document employee progress and discipline problems; additionally, train outside agency employees in complete PPDS computer functions and provide continual support for these outside agencies while monitoring their computer entry; assure high quality standards in all Records functions while maintaining diverse levels of confidentiality.

2. Train law enforcement personnel in LEDS for certification on an inquiry level; train Records personnel in LEDS for certification on both inquiry and entry levels.

3. Plan, schedule and monitor work flow on the floor; determine resources as needed and ensure proper maintenance of Records vehicles and office equipment. Provide documentation for record personnel for payroll purposes; possess current working knowledge of PC computer programs; provide limited PPDS assistance with terminal/printer malfunctions; perform duties of the Admin Supervisor II in their absence.

4. Monitor incoming police reports for completeness and accuracy. Notify officers/detectives of deficiencies on reports submitted or additional reports needed for accurate UCR statistics. Provide access to police records/reports for the public and process all incoming subpoenas under the guidelines of the

Oregon Statutes governing public record laws; process all court-ordered sealing of adult criminal records.

5. Resolve difficult interpretations, problems and customer service issues referred by Specialists, Trainees, other agencies and other bureau members; make independent decisions including exceptions to rules while maintaining consistent standards.

6. Research police record challenges using complex computer systems including court, state, and a variety of county computer systems and/or meet with inter-agency personnel to determine the validity of records and correct PPDS entries to reflect the information while assisting other agencies in correcting their records.

7. Instruct Records personnel, members of other law enforcement agencies and various members of the Police Bureau in general orders, operating procedures and computer applications while explaining these same policies and procedures to the general public; establish, update and correct standard operating procedures for Police Records.

8. Attend various meetings with members of the bureau to create a coordinated effort to ensure strong court cases with complete, accurate and timely reports as well as accurate computer entry. Meet with members of governmental and other criminal justice agencies to represent the Police Bureau in assisting to establish policies and procedures.

9. Gives court testimony regarding Police Bureau policies, procedures and processes; authenticates computer records and Police Bureau documents.

10. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of ordinances, statutes, laws, rules, regulations, General Orders, policies and procedures related to document processing; effective principles and practices of leadership.
Knowledge of various computer systems protocols and administrative rules regarding access; use and dissemination of data contained in various computer systems and interpretation of data contained in outside agencies systems.

Ability to schedule and assign the work of others; effectively communicate; diffuse difficult situations by dealing effectively with angry or hostile individuals. Skill in highly accurate keyboarding; providing training to others; providing directions and support to staff including assigning and reviewing work; maintaining focus on current projects despite constant interruptions.

Special Requirements

Complete PPDS knowledge, LEDS inquiry and entry level certification and notary commission.

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:
0147 Police Data Tech II Adopted 01-20-81 Revised 02-02-89
Revised: June 2009 - Changed to SAP number 30000021 From 0147
June 2009 - Change Job Class number from 0147 to 30000021, due to system change.

Police Desk Clerk - 30000022

Distinguishing Characteristics

The entry level of this class typically provides a variety of support to officers on the street and in a precinct by accessing and providing information as needed, and provides reception services for the precinct. This level serves as an entry point to either the Police Records track or the Police Administrative Support track of this broad class.

Typical Duties/Examples of Work

1. Provides reception services; answers and directs phone calls; greets and directs the public; controls access to the precinct or Justice Center building.

2. Provides a variety of information, explanations and directions to the public; responds to inquiries; receives and refers complaints.

3. Monitors and uses police radios to receive and transmit information; monitors security cameras; monitors office equipment to distribute incoming reports.

4. Accesses PPDS, LEDS, computer-aided dispatch and other databases to provide information to officers and the public as appropriate.

5. Provides warrant checks for officers, other security agencies and people wanted for crimes who turn themselves in to the precinct; calls officers into precinct as needed to make arrests or take reports.

6. Provides a variety of office support functions, such as sorting and routing mail and messages; duplicating materials; monitoring and ordering supplies.

7. Maintains files, records and logs; maintains equipment inventories.

8. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Ability to: communicate effectively over the phone, radio and in person; operate multiple computer systems, multi-line phone system and various office equipment; rapidly assess critical situations involving the public; remain calm in emergencies or threatening situations; learn rules, regulations and procedures related to police support; establish and maintain effective interpersonal relationships with a diversity of others

Special Requirements

PPDS and LEDS certification within three months of hire.

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:
0149 Police Desk Clerk Adopted: 11/24/96
Revised: July, 2005. Changed timing to have PPDS and LEDS requirement from hire date to within three months of hire. Added potential lifting requirement to Working Conditions for class series.
Revised: June 2009 - Changed to SAP number 30000022 From 0149
June 2009 - Change Job Class number from 0149 to 30000022, due to system change.

Police Administrative Support Specialist, Trainee - 30000023

Distinguishing Characteristics

The trainee level of the Police Administrative Support track of this class typically assists with and learns the full range of assignments within Police Administrative Support in a learning and developing capacity.

Typical Duties/Examples of Work

1. Assists with and learns to transcribe and word process materials with specific deadlines; prepare, compose, edit and word process reports and correspondence.

2. Assists with and learns to answer incoming calls and directs as appropriate; assist visitors and the public, including irate, upset or emotionally distraught individuals, and refer or directs as appropriate; take and refer messages; provide customer service, explain documents and requirements, and answer procedural inquiries

3. Assists with and learns to retrieve and research appropriate information from PPDS, LEDS and other sources for bureau personnel, other law enforcement, businesses and citizens, following security guidelines.

4. Assists and learns to establish and maintain computerized and manual file systems, logs, lists and other data; create personal databases and tracking tools; enter information and produce reports.

5. Assists with and learns to interpret court documents and program information for appropriate processing; perform calculations and post accounting or payroll information.

6. Assists with and learns to schedule and coordinate meetings and events; activate emergency situation call-outs, and notify personnel of situation and information needed to respond.

7. Assists and learns to review, route and disseminate mail, correspondence and police reports as appropriate.

8. Assists and learns to provide a variety of administrative support for assigned staff, such as faxing and copying documents, entering and maintaining data, maintaining office supplies and equipment, and providing back-up and peak-load support for others; may take and transcribe minutes of meetings

9. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Ability to: keyboard and enter data quickly with high accuracy; attend to detail; alpha-numeric and chronological filing; maintain strict confidentiality; identify, verify and correct data discrepancies; multi-task; exercise tact, diplomacy and persuasion with a diversity of others;

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:
0150 Police Clerical Trainee Adopted 05-15-84
Revised: June 2009 - Changed to SAP number 30000023 From 0150.

June 2009 - Change Job Class number from 0150 to 30000023, due to system change.

Police Administrative Support Specialist - 30000024

Distinguishing Characteristics

The journey level of this class (as is the Police Records Specialist) typically provides a wide range of administrative support functions requiring PPDS and LEDS certification, including transcribing investigative reports, preparing and processing information, data, documents and reports. It is distinguished from Police Records Specialist by the focus on general police administration rather than police records.

Typical Duties/Examples of Work

1. Transcribes and word processes a high volume of materials with specific deadlines; prepares, composes, edits and word processes reports and correspondence.

2. Answers incoming calls and directs as appropriate; assists visitors and the public, including irate, upset or emotionally distraught individuals, and refers or directs as appropriate; takes and refers messages; provides customer service, explains documents and requirements, and answers procedural inquiries.

3. Retrieves and researches appropriate information from PPDS, LEDS and other sources for bureau personnel, other law enforcement, businesses and citizens, following security guidelines.

4. Establishes and maintains computerized and manual file systems, logs, lists and other data; creates personal databases and tracking tools; enters information and produces reports.

5. Interprets court documents and program information for appropriate processing; performs calculations and posts accounting or payroll information.

6. Schedules and coordinates meetings and events; activates emergency situation call-outs, and notifies personnel of situation and information needed to respond.

7. Reviews, routes and disseminates mail, correspondence and police reports as appropriate.

8. Provides a variety of administrative support for assigned staff, such as faxing and copying documents, entering and maintaining data, maintaining office supplies

and equipment, and providing back-up and peak-load support for others; may take and transcribe minutes of meetings.

9. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: criminal justice procedures related to administrative processing

Ability to; diffuse difficult situations

Skill in: 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 within three months of hire

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:
0151 Police Clerical Asst. Adopted 05-15-84
Revised: December, 2005. Changed timing to have PPDS and LEDS requirement from hire date to within three months of hire.
Revised: June 2009 - Changed to SAP number 30000024 From 0151.
June 2009 - Change Job Class number from 0151 to 30000024, due to system change.

Police Administrative Support Specialist, Senior - 30000025

Distinguishing Characteristics

The third level of this class is highly specialized and requires program-specific knowledge that may not be readily transferable from program to program. This level is distinguished from Police Administrative Support Specialist by the degree of responsibility for program expertise and knowledge; the highly sensitive nature of information to which the employee has access; the complexity of procedures followed; and the consequences of inadequate performance or inappropriate judgement. Typically, the incumbent is the sole contact person for bureau staff, staff of other agencies and the public for the specific program or area of responsibility. This class may provide lead direction and training to other police administrative support staff.

Typical Duties/Examples of Work

1. Selects, compiles and summarizes information from various records and sources

2. Attends meetings; takes and transcribes minutes; provides general staff support.

3. Responds to callers, in person and by telephone; provides factual and procedural information regarding policies, regulations and investigative procedures; assists complainants and victims in signing complaints; contacts other agencies for information.

4. Establishes and maintains manual and automated specialized record-keeping systems; restructures automated files to sort items based on material and document content; purges files; maintains logs on processed materials; posts information to records and files to update information and document activities. Conducts file searches to locate misplaced documents; compiles data and researches information.

5. Completes bookkeeping and purchasing records; assists in report and budget request preparation by researching and compiling information.

6. Researches available information based on requests from Bureau management or the public; interprets appropriate rules, General Orders and operating procedures related to a particular program area; responds to requests for information or rules interpretation; resolves difficult issues.

7. Produces highly visible or confidential correspondence and reports.

8. Maintains current and historical public record files and/or financial records for program area; produces management information reports and summaries.

9. Provides lead direction to police office support staff as formally assigned, including scheduling, coordinating, assigning, reviewing, and overseeing the completion of a variety of work; trains other employees; may provide input to performance evaluation.

10. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: specific program requirements and terminology; database manipulation and program specific software packages; availability and inter-relationship of similar and related services

Skill in: working with staff and the public to resolve disputes or issues and/or problems; working independently, including prioritizing work assignments for self; making decisions, recommendations, and independent judgements; researching and applicable rules and procedures

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
Revised: June 2009 - Changed to SAP number 30000025 From 0152.
June 2009 - Change Job Class number from 0152 to 30000025, due to system change.

Police Administrative Support Specialist, Lead - 30000026

Distinguishing Characteristics

The lead level of this class typically performs all class duties and in addition serves as a lead worker. It is distinguished from the Police Administrative Support Specialist class by the lead assignment. Note: This is a premium pay class for assignment of lead duties. Employees do not accrue seniority or obtain status in this class. Employee is assigned from a base class.

Typical Duties/Examples of Work

1. Plans, schedules and coordinates work; determines resource needs of work group; directs work of a work group including other journey-level workers.

2. Reviews the work of and provides training and guidance to assigned staff.

3. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: effective principles and practices of leadership

Ability to: schedule and assign the work of others

Skill in: demonstrating techniques to others; providing training to others; providing lead direction to staff; including assigning and reviewing work

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.

Revised: June 2009 - Changed to SAP number 30000026 From 0153.
June 2009 - Change Job Class number from 0153 to 30000026, due to system change.

Working Conditions

Work in this class is typically performed in an office environment. Incumbent may be required to drive to all parts of the city at various hours; to be exposed to hostile, distraught, threatening people, including criminals. Some positions may require lifting or moving parcels or other items weighing up to 50 pounds, with a hand truck.