

City of Malvern - 2012

Police Service Representative

Job Description

Job Code: 118
Exempt: No
Department: Police Service Representative
Reports To: Detective Sergeant
Location: 215 East Highland Ave. Malvern, AR 72104
Date Prepared: January 02, 2009

GENERAL DESCRIPTION OF POSITION

- Give information and directions to and assists the public;
- Address meetings at community and civic organizations and schools;
- Maintain police records and may operate headquarters radio and/or telephone equipment;
- Create backup files of records programs;
- Collect bail and issue receipts;
- Prepare daily reports for radio and print media; this consists of the number and type of calls;
- Prepare listing of citations issued and the types of warrants served each day;
- Maintain monthly citation records;
- Prepare monthly reports for City Council Report;
- Separate, file, maintain, and ensure proper routing of ADR;
- Post and file warrants and citations daily. Ensure proper routing of citations and warrants filed;
- Receive Accident and Incident reports from CID daily. Ensure proper filing, posting, and separation of reports;
- Forward copies of accident reports to Arkansas State Police;
- Accept, post, file, and receipt fine, bond, warrant, warrant fees, and report monies from public;
- Give accurate testimony in court on behalf of the department in Failure to Appear and Failure to Pay Fines and Costs cases, and on any other incidents which you may have knowledge of as required; insure that the court is advised of warrant fees due;
- Post fine monies to appropriate docket number to maintain fine database;
- Accept and receipt monies from request for copies of reports;
- Post and maintain database of docket numbers assigned to citations and warrants;
- Prepare and distribute memorandums as directed by the Chief of Police, Assistant Chief of Police, or a supervisor;
- Maintain Memorandum and Special Order Manual for each year;
- Prepare and ensure proper distribution of department manual additions;
- Issue and maintain system of issuing Special Orders as directed by the Chief of Police or Assistant Chief of Police;
- Process, file, and maintain Finger Print Cards of suspects and ensure proper routing;
- Obtain and maintain a system of obtaining requisitions and purchase order numbers and ensuring proper routing to Treasurer. Research invoices that are past due and in question;
- Post and balance receipts for bail, fine, warrant, and report receipts;
- Post Arrest Report;
- Post all checks written to the Disbursement Journal;
- Prepare and submit department payroll every two (2) weeks;
- Prepare monthly NIBRS Reports;
- Validate warrants and reports entered in ACIC/NCIC;
- List completed ticket books in Log Book and forwarded to the District Clerk's office;
- Process records check requests on individuals;
- Type checks to clerk's office or City Treasure's office for payments received for bail, fine, warrants or reports;
- Transcribe audiotapes of interviews as requested by Chief of Police, Assistant Chief of Police, or CID;

- Answer telephones and direct calls as necessary. Take accurate messages and forward them promptly;
- Maintain scheduling for Chief of Police and Assistant Chief of Police or the Adjutant;
- Assist Adjutant with maintenance and updating of employee personnel files;
- Open, date stamp and distribute mail;
- May supervise community service workers, student workers, volunteers;
- May supervise and train new personnel as assigned;
- Assist officers in searching and processing prisoners;
- Run vehicle license and drivers' license through ACIC/NCIC, hot files for wrecker companies, criminal history and background checks for officers, enter stolen property and warrants into ACIC/NCIC;
- Monitor prisoners when officers must leave the station;
- Advise his/her supervisor of unusual findings and observations;
- Request advice and assistance from the supervisor in those matters that require a decision beyond the scope of his/her knowledge or authority;

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Give information and directions to and assists the public. This duty is performed daily, about 100% of the time.
2. Maintain police records and may operate headquarters radio and/or telephone equipment. This duty is performed daily, about 100% of the time.
3. Collect Fines and Fees and maintain records of those transactions. This duty is performed daily, about 50% of the time.
4. Maintain Banking records. This duty is performed daily, about 50% of the time.
5. Complete Department Payroll. This duty is performed weekly, about 25% of the time.
6. Prepare Department Correspondence. This duty is performed daily, about 50% of the time.
7. Give court testimony of Department Records. This duty is performed monthly, about 10% of the time.
8. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

High school, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 0 to 6 months related experience or training. Or equivalent combination of education and experience.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Annual Budget Authority:	\$ 1,500,000
Funds, Property & Equipment Responsibility:	\$ 5,000,000

SUPERVISORY RESPONSIBILITIES

None.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

SUPERVISION RECEIVED

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

PLANNING

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Moderate mental demand. Operations requiring almost continuous attention, but work is sufficiently repetitive that a habit cycle is formed; operations requiring intermittent directed thinking to determine or select materials, equipment or operations where variable sequences may be selected by the employee.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, etc.)

ACCURACY

Probable errors of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

PUBLIC CONTACT

Frequent contacts with general public, patrons, or other outside representatives, wherein the manner of handling these contacts has a bearing on the organization's position and operation.

EMPLOYEE CONTACT

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Intermediate: 10-Key, Accounting, Word Processing/Typing

Basic: Alphanumeric Data Entry, Contact Management, Human Resources Systems, Payroll Systems, Presentation/PowerPoint, Spreadsheet

ADDITIONAL INFORMATION

Not indicated.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

While performing the functions of this job, the employee is continuously required to talk or hear; regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 100 pounds; regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is occasionally exposed to fumes or airborne particles & outdoor weather conditions. The noise level in the work environment is usually moderate.