

POLICE SERVICES REPRESENTATIVE SERIES

Definition:

Under general supervision performs non-sworn administrative and field support tasks related to law enforcement in various divisions of the Police Department and performs related work as required.

Class Titles

Police Services Representative I
Police Services Representative II

Essential Duties and Responsibilities:

Depending on area of assignment, the following responsibilities and essential duties are performed on a frequent and recurring basis by an incumbent. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

When Assigned to Investigative or Patrol Divisions

Responds to appropriate disturbance calls, public inquiries and complaints over the phone and in person; conducts investigations and takes routine police reports from the public not requiring a sworn police officer.

Assists public with general inquiries and requests for reports of investigative crimes.

Functions as an investigative aide assisting in the investigation of violations of laws and regulations by gathering, assembling, and examining a variety of records and data pertinent to the case being investigated.

When Assigned to Personnel and Training

Assists in planning, organizing, scheduling and coordinating activities and functions related to Personnel and Professional Standards.

Generates reports on applicant flow and scheduled/completed training; maintains the database and manual files for personnel training records and statistical reports, verifies information accuracy and researches discrepancies.

Performs liaison duties with the Police Officer Standards and Training (POST) area consultant and other POST personnel, the Standards and Training for Corrections (STC) area consultants and other STC personnel.

Assists Police Department personnel with individual training plans and makes recommendations for training to enable staff to comply with POST's Continued Professional Training requirements and/or specialized training needs.

When Assigned to Property and Evidence

Receives, tags, stores, inventories and releases property.

Receives, categorizes, stores and maintains custody of a wide variety of evidence, property, weapons and other items in accordance with applicable local, state and federal laws and regulations.

Releases evidence and property to the Crime Lab and to sworn staff for court purposes, rightful owners upon authorization and to contract vendors for auction purposes.

Maintains custody of seized firearms, prepares teletype requests regarding the stolen status and ownership of seized firearms and places firearms and other weapons in secured lockers.

Staffs the Property Room/Property Counter and assists callers and the public in person and by telephone.

Selects released property for disposal or auction; contacts contract auctioneer; provides for the transfer of property into the auction process and coordinates the resulting deposit of funds.

Assists with or provides for the transportation of weapons, rape kits, urine samples and other evidence for physical analysis and/or court proceedings.

Assists with or provides for the transportation of firearms for destruction and records data relative to destruction.

When Assigned to Community Services

Represents the Police Department during community functions and makes special presentations to community groups on timely subjects.

Provides direction/counseling and referrals for community members to include domestic violence follow-up and mediation for neighborhood problems.

Plans, organizes and coordinates community programs and events.

Assists in training Police Officers in cultural awareness.

Develops written Police Department materials for special use by the community as appropriate.

Participates in crime prevention education activities and may create informational brochures.

Makes public presentations regarding crime prevention.

Conducts property inspections to identify potential problems/criminal activity opportunities and recommends security measures.

When Assigned to Traffic

Responds to a variety of traffic collisions/incidents; interviews parties, witnesses, and victims; and prepares written traffic accident forms documenting investigation.

Assists sworn police officers by directing traffic and interviewing witnesses at injury accidents; serves as liaison with other local agencies that may provide assistance at scene.

Issues citation or warning for violation of California Vehicle Code provisions and parking control ordinances such as parking time limit zone, tow away zones, and loading zones; impounds vehicles when required.

Conducts and coordinates investigations of traffic accidents and missing persons with Fullerton Police Department and other law enforcement agencies.

Conducts crime scene investigations to recognize, search for, and collect various types of evidence.

Enforce traffic and criminal code violations either directly or through sworn officers. Patrols an assigned area on foot and/or in a vehicle to enforce parking regulations.

Serves as a court liaison and compiles investigative case files for review by the District Attorney or court; may present testimony and/or evidence in court.

When Assigned to Shooting Range/Armory

Maintains the Police Department armory.

Provides firearms instruction and qualification for staff members and others as may be assigned.

Incorporates new and advanced training aids into existing programs as appropriate.

Reviews department policies, procedures, laws, codes and like items relating to the use of force and recommends changes as needed.

Conducts annual inspections of department-issued weapons, including shotguns and authorized off duty weapons.

Provides maintenance and repairs to department-issued and authorized weapons, armory and range equipment including delivering and retrieving weapons for repair.

Delivers confiscated, surrendered and other weapons and ammunition to destruction sites, observes the destruction of weapons and ammunition and maintains records regarding same.

When assigned to Court Liaison

Registers criminal sex offenders.

Processes applicants for specialized licensing/permits.

Presents/files felony and misdemeanor cases with the District Attorney's Office and responds to related questions.

Responds to court/discovery requests on pending criminal cases; assembles and duplicates requested items to include video and audio tapes of crime scenes/interviews, 911 tapes and related evidence.

Receives criminal complaints from the District Attorney's Office and distributes same to sworn staff.

Registers resident and transient criminal sex offenders for compliance with State of California mandates to include interviewing, fingerprinting and photographing offenders.

Maintains records of sex offenders living in Fullerton and maintains related manual files and computer databases for tracking purposes and reports.

Processes individuals and businesses into the City's Police Permit Program to include massage technicians, exotic dancers and owners/managers of secondhand shops, pawn shops, live entertainment venues and gun shops.

Maintains the mobile audiovisual tape system of the Police Department to include tape storage, database inclusion, erasure and recycling.

All Divisions

Interprets and explains the provisions of laws, rules, and regulations to community members.

Provides a variety of City information to the public including directions and building locations.

Resolves citizen complaints pertaining to area of assignment.

May be asked to handle a Facility Dog as approved by the Chief of Police. This assignment may require additional intensive training and subject the employee to call-out from home for the purposes of deploying the Facility Dog.

Staffs a public counter as needed and performs clerical duties as assigned.

Trains staff as assigned and directs their work.

Responds to inquiries and requests from department staff, law enforcement agencies and others.

Uses a computer and applicable software to enter and maintain data and produce a variety of correspondence and reports.

Communicates with property owners, victims, vendors and court and legal representatives.

Gathers data and performs research as needed, composes correspondence and prepares reports and other documents independently.

Provides information to members of the public, in person or by telephone, where judgment, knowledge and interpretation of Police Department policies and regulations are necessary.

Composes correspondence and prepares reports and other documents independently.

Maintains logs.

Operate a variety of office equipment including communication equipment, radio, telephone, copiers, facsimile machines, and computers; operate distinctively marked police vehicles on all roads, highways, and freeways throughout the City.

Perform related duties and responsibilities as required.

Class Characteristics:

Police Services Representative I/II is a non-sworn classification in the Police Department with duties related to police tasks not requiring a sworn police officer. Police Services Representative II is distinguished from Police Services Representative I based on assignment and certifications. A Police Services Representative assigned to Court Liaison or Shooting range/Armory will be appointed to Police Services Representative II due to the requirement of specialized certificates.

Bargaining Group: FMEF

Qualification Guidelines:

The following generally describes the knowledge and ability required to enter the job and/or be learned within a reasonable period of time in order to successfully perform the assigned duties:

Knowledge of:

Police procedures and policies for area assigned.

Principles and practices of criminal justice and criminology; specialized knowledge related to area of assignment.

California Evidence Code, Penal Code, Vehicle Code, parking laws, and Fullerton Municipal codes; proper police procedures and Fullerton Police Department policies and procedures based on area of assignment.

Effective techniques for interviewing and collecting evidence based on area of assignment.

Techniques and sources for research, including location of documents, evidence, and suspects.

Effective techniques and practices of conducting investigations in traffic collisions, crimes, or other areas related to the assignment.

Rules and operating techniques for use of law enforcement databases

Evidence handling procedures and related safety precautions related to area of assignment.

English usage, spelling, grammar, and punctuation.

Modern office practices, methods, and computer equipment and computer applications related to work, including word processing and spreadsheet software.

Report and memo writing.

Social, legal and related programs and resources applicable to area of assignment

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

AND

Ability to:

Utilize, interpret and apply a variety of advisory data and information such as regulations, Fullerton Municipal Code, City ordinances, state evidence, penal, and vehicle codes, police reports, CLETS/DJIS/NCIC/NICB information, warrant information, victim/witness states, criminal complaints, investigative reports, statistical reports, police procedures/policies/forms/operations manuals, medical records, crime bulletins, training materials, subpoenas, statutes, local ordinance citations, bank records activity logs, technical operations manuals, guidelines, and non-routine correspondence.

Use independent judgment and initiative to make sound decisions in accordance with established procedures and policies; work under limited supervision; organize own work and set priorities.

Adhere to multiple deadlines and handle multiple projects.

Remain calm in demanding and emergency situations; handle job stress and maintain composure.

Establish and maintain a variety of filing, record-keeping, and tracking systems.

Analyze and assemble data and prepare reports.

Use English effectively to communicate in person, over the telephone, and in writing; prepare reports and other written material.

Serve the public by telephone and in person; meet the public with courtesy and tact.

Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Read and write at the level required for successful job performance.

Interpret and apply department operating policies, methods, regulations and rules.

Maintain the confidentiality of sensitive law enforcement related information.

Be responsible for the health and welfare of the canine when assigned as the Facility Dog Handler.

Operate modern office equipment including computer equipment and specialized software applications programs.

Education and Experience:

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position can be considered as qualifying. A typical combination includes:

Graduation from high school supplemented by some completed course work from an accredited college or university in criminal justice, criminology, administration of justice, or a related field.

AND

Two years of experience working with the public on an individual or group basis including some experience working in a law enforcement support position. Experience interviewing and taking reports in a law enforcement setting or related environment is highly desirable.

Special Requirements:

Valid and appropriate California Driver's License and acceptable driving record at time of appointment and throughout employment in this position. Employees in this classification will be enrolled in the Department of Motor Vehicles Government Pull Notice Program.

Must be able to work a flexible schedule to include emergency call in, overtime, call-back, shift work, nights, holidays and weekends to accommodate City needs.

Must be able to successfully pass a Police Department pre-employment screening process.

Per California Government Code §3100 - 3109, all public employees are declared to be disaster service workers and must take and subscribe to the oath or affirmation as required.

If assigned to Court Liaison – All of the Special Requirements plus:

Possession of, or ability to obtain within six months of appointment, certification as a California Law Enforcement Telecommunications System database user and recertification as required.

Possession of, or ability to obtain within six months of appointment, certification as a National Crime Information Center database user as recertification as required.

If assigned to Shooting Range/Armory – All of the Special Requirements plus:

Possession of or ability to obtain certification as a Federal Bureau of Investigation (FBI) firearms instructor and certification as a Glock armorer prior to the end of the probationary period.

Possession of or ability to obtain other certifications as required by the Police Department to maintain Police Department issued and authorized weapons prior to the end of the probationary period.

Physical Tasks and Working Conditions:

Work is performed both in an office environment and in the field. When working in an office environment, sitting or standing for periods of time and the use of a computer is required. When working in the field, standing for periods of time is also required and there will be exposure to the elements. An incumbent operates a police radio scanner and drives a vehicle on City business and may kneel, crouch, crawl, twist, climb stairs and sloping surfaces, walk on slippery/uneven surfaces, bend, reach, grasp, push, pull, drag and lift equipment weighing 50 pounds or less, and may be exposed to fumes, solvents or chemicals and vehicular traffic. An incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation: Non-exempt.

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