

POLICE SERVICES SPECIALIST

NATURE OF WORK

This is responsible technical and complex law enforcement support work at the Lincoln Police Department Service Desk. This is a civilian position.

Work involves performing as a front line representative for the Lincoln Police Department; interacting with the public and other agencies seeking assistance; operation of specialized computer, radio and telecommunications systems in order to assist commissioned officers conducting investigations. An employee in this class exercises considerable independent judgment with decisions made in accordance with federal, state and departmental regulations, policies and procedures with the mission of promoting a safe, secure community. General supervision is received from an administrative superior with work being reviewed for adherence to regulations and effectiveness of services provided.

EXAMPLES OF WORK PERFORMED

Responds to citizen's questions and complaints via telephone, the internet, or walk in traffic; determines the need for law enforcement intervention; takes reports and conducts research in order to resolve issues, answers inquiries or refers individuals to proper personnel or agencies.

Obtains information from citizens on the phone and in person for emergency or non-emergency requests for police and sheriff services; enters, retrieves and monitors calls for service via a computer aided dispatch (CAD) system coordinating with Emergency Communications/911.

Receives and responds to radio and telephone requests from field personnel, external law enforcement agencies and others authorized to receive information.

Operates a voice radio communications system to respond to field requests regarding criminal histories, wanted persons and property, warrants, stolen items, drivers histories, vehicle registrations, etc.; retrieves data from one of three computer systems; determines pertinent information to release and transmits data to law enforcement personnel.

Enters, retrieves, updates, deletes and accesses confidential information using a local crime computer and national/state crime computer system requiring state certification.

Monitors, initiates and responds to messages via the Law Enforcement Telecommunications System in accordance with state and federal guidelines.

Maintains, initiates and processes arrest warrants, broadcasts, and all files associated with wanted persons or property entered into the state or national crime computers.

Testifies in court as required.

Shares public information with the media and other law enforcement agencies on items of immediate concern such as Amber Alerts, A Child is Missing, or Community Crime Alerts.

Provides training and instruction to new hires, recruits, and light duty personnel.

Investigates belated reports from the public involving misdemeanor larcenies and vandalisms with no physical evidence or suspects; initiates Field Information reports; completes belated accident reports and property reports for items turned in to the Service Desk; completes Additional Case Investigation reports as

needed and ensures dissemination to the proper individuals.

Answers Crimestoppers phones; takes information from the caller; completes reports specific to this process.

Maintains a number of logs and/or emergency lists to include towed vehicles, traffic engineering signal and sign concerns, SWAT Team and K9 call out instructions, interpreters, City Plat Map, etc. and makes appropriate notifications of these individuals as needed.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of departmental rules and regulations.

Knowledge of City ordinances and State statutes.

Knowledge of geography of the City.

Ability to analyze emergency situations and to take proper action.

Ability to multi-task and prioritize a large volume of traffic.

Ability to function accurately while working under considerable pressure.

Ability to communicate effectively verbally and in writing.

Ability to read, interpret, explain and apply information of a complex nature.

Ability to carry out oral and written instructions with little supervision.

Ability to establish and maintain effective working relationships with co-workers, public safety officials, and the public.

Skill in the operation of a police radio, telecommunications equipment and related computer equipment.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent with experience working with the public in a high impact area, or experience in the law enforcement or corrections field; training or experience with radio, telecommunications and complex computer equipment.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENT

Certification on the National Crime Information Center computer system is required prior to completion of the probationary period.

Approved by: _____
Department Head Personnel Director

9/2002
Revised 07/2009

PS3137