



Class Code: PS173

Rep. Unit: SC1

CSB Status: CC

POLICE SERVICES TECHNICIAN II

DEFINITION

To provide technical and clerical assistance to Police Officers and community services throughout the City.

DISTINGUISHING CHARACTERISTICS

This is a civilian classification whose incumbents provide support services to Police Officers and the community.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Sergeant, Police Officer or Police Records Supervisor and Police Identification Section Supervisor.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Answer questions and respond to complaints, service requests or referrals from public, agencies, or City departments; process licenses, permits and applications; collect fees.

Schedule meetings and appointments, and maintain meeting calendars; screen and route telephone calls and take messages.

Arrange for and/or make crime prevention presentations; advise neighborhood and community organizations.

Maintain manual and automated filing and record keeping systems; file and distribute reports records and documents; produce standard interoffice correspondence; maintain, order, tract billing of, and issue supplies.

Operate internal and external law enforcement computerized data systems on terminals or personal computers.

Conduct surveys, inspections and research; analyze data and compile statistics.

Patrol assigned area and operate two-way radio.

Issue citations and/or warnings for parking, standing or stopping violations; research, mark, inventory and/or tow unoccupied vehicles.

Respond to non-hazardous criminal complaints such as vandalism, petty theft, locked auto

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burglary; write crime reports; review incident reports for completeness and accuracy; make follow-up contacts by telephone, letter, teletype or in person.

Obtain statements, documents, and other evidentiary material from witnesses/victims, collect, preserve and transport physical evidence; transport victims, witnesses and juveniles.

Retrieve and dispose of found, lost or stolen property.

Photograph vehicles, crime and accident scenes, juvenile and adult suspects and victims, employees, and applicants; fingerprint criminal registrants, applicants and juvenile suspects and police officers.

Testify at legal proceedings.

Direct traffic as needed.

Maintain crowd control at festivals and other gatherings.

Conduct bicycle auctions.

Operate computerized photographic developer/enlarger/printer system safely and efficiently; follow procedures for storage, mixing, transfer and disposal of required chemicals according to hazardous materials guidelines.

Apply and interpret Police Department policies and procedures.

Interact with hostile and uncooperative people.

Work irregular days and hours and under inclement weather conditions.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Decision making techniques.

Correct English usage, spelling, punctuation and grammar.

Listening techniques.

Oral presentation techniques.

Public contact skills.

Basic mathematics.

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Ability to:

Learn police radio procedures.

Read and follow maps.

Make decisions.

Work independently.

Make an oral presentation.

Operate photographic equipment.

Use computer terminal.

Operate modern office equipment.

Follow oral and written directions.

Communicate effectively both orally and in writing.

Work irregular days and hours and under inclement weather conditions.

Write accurate and detailed reports.

Work effectively in a highly structured, rank organized environment.

Establish and maintain effective work relationships with those contacted in the performance of required duties.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of full-time work experience involving public contact related work, or one year of work as a Police Services Technician I.

Education:

Equivalent to the completion of the twelfth grade.

LICENSE OR CERTIFICATE

Possession of a valid California Driver's License which must be maintained throughout employment with the City.

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OTHER REQUIREMENTS

Must be eighteen (18) years of age or older.

Must pass a background investigation.

Must pass the Police Services Technician (PST) course as a condition of continued employment.

Must pass a six (6) hour Department of Justice training course regulating access to Law enforcement data systems.

Required to wear a uniform on duty.

Oakland Civil Service Board:

Date approved: August 13, 1992; CSB #44266

Date revised:

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JOB ANALYSIS - FEBRUARY 1996

Task Category/Description	Freq.	Crit.
<u><i>Office support services</i></u>		
Fingerprint people such as criminal registrants, suspects, applicants, and others.		
Process licenses, permit, and applications		
Collect fees for licenses, permits, and applications		
Schedule meeting and appointments, maintain calendar		
Screen and route telephone calls and take messages		
Maintain manual and automated filing and recordkeeping systems		
file and distribute reports, records, and documents		
produce standard interoffice correspondence		
maintain, order, and track supplies and related billing.		
Operate law enforcement computerized data systems on terminals or PC's.		
Operate and maintain computerized photographic developer/enlarger/printer system.		
<u><i>Police Services</i></u>		
Patrol assigned area.		
Operate two-way radio		
Issue citations and/or warnings for parking violations		
Respond to non-hazardous criminal complaints such as vandalism, petty theft, locked auto, burglary.		

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Write crime report.

Review incident reports for completeness and accuracy.

Obtain statements, documents, and other evidentiary material from witnesses or victims. Make follow-up contacts by telephone, letter, or in person.

Collect, preserve, and transport physical evidence.
Direct traffic.

Maintain crowd control at festivals and other gatherings.

Apply and interpret Police policies and procedures

Retrieve and dispose of lost, found, or stolen property.

Photograph vehicles, crime and accident scenes, and individuals, suspects and victim.

Interact with hostile and uncooperative people.

Testify at legal proceedings.

Gathering and Processing Information

Conduct surveys, research, and inspections.

Analyze data and compile statistics

Research, mark, inventory and/or tow vehicles

Community Services:

Answer questions and respond to complaints, service request, or referrals from public, other agencies, or City department

Arrange or make crime prevention presentations at neighborhoods and community organizations

Conduct bicycle auctions.

Transport victims, witnesses, and juveniles.