



Real People. Real Possibilities:

CITY OF HILLIARD
CLASSIFICATION DESCRIPTION
POLICE SUPPORT SERVICES CLERK

Classification #:

7

Classification:

Classified

FLSA Status:

Non-Exempt

Probation Period:

360 Days

Publication/Revision Date:

November 21, 2013

Civil Service Commission Review

December 2, 2013

Nature of Work – General Description

Under the general supervision of the Police Support Services Supervisor the Police Support Services Clerk is to provide quality customer service and assistance to members of the general public who enter assigned Police Division facilities; to provide support to police officers and other supporting police/federal agencies; to resolve customer issues when possible and appropriate; to refer customers to other department staff as necessary; and to perform a variety of duties relative to assigned areas of responsibility.

Essential Functions of Work

(May not include all duties performed.)

Answers the telephone and responds to general information calls, Crime Stoppers and Weapons Interdiction calls; takes accurate messages; answers questions and concerns; refers to appropriate department staff.

Assists the general public; answers questions and concerns; refers to appropriate department staff.

Prepares a variety of reports using information obtained from the general public including runaway/missing person reports, traffic accident reports, teleserve reports concerning criminal mischief, theft, harassment and lost/stolen property, and supplements to existing reports; cancel reports as assigned.

Prepares a variety of paperwork, documentation and forms for the department; Prepares probable cause affidavits, arrest and search warrants, daily occurrence sheets, intelligence reports, personal recognizance bonds, supplemental affidavits, patrol checks, premise histories, court histories and related correspondence, issue new court dates for individuals as appropriate.

Performs the duties of a Deputy Clerk of Court as described in Section 175.01 of the Hilliard City Code.

Essential Functions of Work (Continued)

(May not include all duties performed.)

Operates a variety of specialized law enforcement computer systems including the NCIC/CCIC system, the CJIS and the CAD; communicates with officers and other staff to retrieve necessary information via computer; refers individuals to appropriate agencies using information from the computer systems.

Participates in training newly hired Police Support Services Clerks as needed in proper job functions and department protocol; conducts OSN NCIC/CCIC testing as assigned.

Performs a variety of duties to ensure facility security including monitoring the closed-circuit surveillance system for assigned department facilities, reporting suspicious activity or persons, recording personnel entering and leaving assigned facilities including prisoners and janitorial staff, separating males from females and adults from juveniles when assigning cells to prisoners and ensuring that the gate to the parking lot is functioning properly; advise arresting officer of holding time limits.

Processes evidence and personal property in the absence of the Property and Evidence Custodian; sends to assigned bureau, processes personal property; take all actions needed to identify, locate and return found property, return property to rightful owners if possible; send evidentiary items to appropriate department staff.

Responds to questions from the general public regarding fingerprinting.

Take photographs as needed of victims and suspects.

Maintains and updates a variety of files and records.

Perform related duties and responsibilities as directed.

This job description does not list all the duties to be performed in this classification and may be changed at the discretion of the city at any time.

Minimum Qualifications

Two years of responsible clerical and/or customer service experience. Experience with a law enforcement agency is desirable.

High School Diploma or (G.E.D.) equivalent certificate.

Possession of, or ability to obtain, certification as a Notary Public.

Minimum Qualifications (Continued)

Possession of, or ability to obtain, certificate of proficiency in various specialized criminal justice computer applications.

Possession of a valid State of Ohio Driver's license with an acceptable driving record.

A background free of felony convictions.

Knowledge of principles of filing and record keeping.

Knowledge of proper English usage, spelling, grammar and punctuation.

Knowledge of basic operations of municipal law enforcement. (May be acquired on the job)

Knowledge of basic modern office equipment including computers.

Ability to learn and apply basic rules of criminal and civil procedures as learned through observation and on the job training.

Ability to learn specialized law enforcement computer software applications.

Ability to learn department procedures and protocol.

Ability to learn pertinent Federal, State and local laws, codes and regulations.

Ability to type at a speed necessary for successful job performance.

Ability to prepare clear and concise reports.

Ability to communicate clearly and concisely, both orally and in writing.

Ability to maintain a calm and effective demeanor when dealing with the general public.

Ability to establish and maintain effective working relationships with those contacted in the course of work.

Ability to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing and operating assigned equipment.

Any combination of education, training and experience, which provides the required advanced knowledge, skills and abilities to perform the essential functions of the job.

Physical Requirements

Environmental Conditions:

Office environment; irregular work hours; exposure to hostile and/or aggressive individuals; potential for stress in emergency situations; possible exposure to biohazards and narcotics; working closely with others.

Physical Conditions:

Must be physically able to operate a motor vehicle.

Must be physically capable of sitting, standing, reaching, twisting, bending, walking, lifting and kneeling in order to perform the essential job functions.

Must maintain visual acuity and hearing necessary to perform job functions.

Ability to occasionally lift and/or move up to 30 pounds.

Ability to maintain mental capacity that allows for effective interaction and communication with others.

Ability to maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Must be physically capable of successfully performing the essential job functions of the job classification and be free of medical conditions that would preclude one from successfully performing said functions or that would pose a direct threat to the health and safety of oneself or others.

Other Requirements

Regular and punctual attendance is regarded as an essential requirement of this classification.

Be compliant with training directives established by supervisory and management personnel.

Adherence to all applicable Federal and State safety laws, rules, and regulations and City safety policies and procedures.