City of Bellingham
Classification Specification

CLASS TITLE	**Police Support Services Specialist**
DEPARTMENT	**Police**
UNION:	**1937**
SG:	**109**
CS:	**Yes**
FLSA:	**Y**
EEO/SOC CODE:	**AS/43-4171**

NATURE OF WORK:

Performs in a team environment to accomplish a variety of functions associated with the management of the Police Department Business Office, Records and Evidence divisions. Special emphasis is placed upon customer service, communication and data support to the Department's officers, the law and justice community and the public.

Responds to requests for information either electronically; in-person; or by telephone, teletype or radio. Conducts extensive research; records, compiles and disseminates data and other relevant information within the Department, to other agencies and the public. Performs wide-ranging background checks and disclosures for various law enforcement agencies and public entities; updates and verifies the accuracy of paper and computerized files and responds to related requests for information. Processes, cares for, preserves, and disposes of evidence and property; provides fingerprint services to the public. Maintains criminal and employee fingerprint files for Department; prepares criminal cards and dispositions for state patrol and related courts. Prepares impounded drug items for lab submission and auction items for web vendor. Responsible for verification of large cash seizures. Prepares and maintains digital images, videos and tape recordings for public disclosure, law enforcement agencies, and prosecution of criminal cases. Acts as first point of contact for citizens by telephone and in person; provides customer service, referral and assistance to a diverse group of citizens including victims, offenders and the mentally ill. Responsible for prioritizing emergent and non-emergent calls and walk-in traffic. Issues applications, receipts monies for all departmental functions and processes incoming and outgoing mail.

Accurate and thorough work is required to prevent liability issues as well as potential endangerment of law enforcement officers and citizens. Any failure to perform in accordance with local, state and federal laws or integrity standards in conjunction with national security systems could subject the Specialist to possible criminal prosecution and/or significant fines for any lack of action, alleged violations or misuse of information.

DISTINGUISHING CHARACTERISTICS:

The Police Support Services Specialist performs highly specialized and complex police support tasks requiring independent judgment and comprehensive knowledge of Departmental, City-wide, state and federal policies and procedures to compile, verify, prepare, and analyze detailed reports of records and evidence; to provide extensive research and detailed information and service to officers and the public; to properly collect, care for and dispose of records and property including contraband and seizures; to provide first point of contact for emergency and non-emergency contact in-person, by phone, radio and other communication methods and to

solve problems. Work is performed independently under general supervision and in accordance with established methods, practices and systems.

SUPERVISORY RELATIONSHIPS:

May report to the Records Bureau Support Services Supervisor or the Evidence/ID Sergeant. Works independently under general supervision and broadly defined Departmental practices, procedures, statutes and court decisions related to the collection and maintenance of records and evidence. Seeks guidance from assigned supervisor, Records Manager, or legal authority on discretionary matters or in situations without known precedent.

ESSENTIAL FUNCTIONS:

1. Provides research assistance in response to communication and disclosure requests from police officers, Department staff, criminal justice agencies, attorneys, and the general public, utilizing telephones, teletype, radio, paper files, , local, state and federal databases, and other computer systems.

2. Receives and processes monies related to all departmental fees, services and contracts including police reports, police certificates, background checks, concealed pistol licenses, taxi and solicitor applications, fingerprints, photographs, finders fees, taxi inspections, helicopter permits, alien firearm registrations, block watch signs, false alarms, contracted employment for officers, vehicle impound hearings and DUI restitution. Reconciles cash drawers for daily deposit.

3. Conducts criminal record background checks for police certificates, conviction background checks, firearm purchases, concealed pistol licenses, public and private employment, military branches, city licensing, city, state and federal law enforcement agencies, and various non-profit agencies. Prepares and completes, routes and maintains related documents. Maintains registration of all visitors, contractors and other non-law enforcement contacts that have not been background checked for access to secured areas of the police station. Conducts criminal record backgrounds and submits results for approval.

4. Organizes, scans, indexes and validates case file documents for records management system. Prepares and copies all arrest documents; determines routing to prosecution staff according to established procedures. Files related reports and documents in various systems. Distributes reports, documents and communications to appropriate division, officer, or various law enforcement agencies.

5. Performs quality control review on LONGARM case files, reports, property entries, and associate names and edits accordingly. Collects critical data for further entry into Department, state and national databases, according to established procedures.

6. Receives, sends, and distributes electronic and other teletype communications according to state and federal procedures.

7. Creates and maintains criminal arrest records of adult arrestees, including citation and arrest entry into records management system. Interprets dispositions from related courts and updates files.

8. Receives and assesses court documents; reviews incident files or receives direct information from line officers for state and national entry requirements relating to wanted persons and protection orders, missing persons, juvenile runaways, and stolen property including articles, firearms, and vehicles. Conducts extensive research for packing of database files; prepares related warrant and protection order entry worksheets for entry into records management system, state and national database. Reviews and verifies entries; performs validations for audit compliance upon monthly request of the state.

9. Receives, responds to, records messages, or refers incoming telephone calls. Determines nature and immediacy of all call inquiries; gathers pertinent information and relays accurate details to appropriate responders. Provides information on departmental policies and procedures; refers calls to staff, emergency dispatch, or other departments or agencies as appropriate; records accurate and detailed messages for staff.

10. Receives and distributes departmental mail. Opens and screens miscellaneous mail and refers to appropriate division. Immediately notifies bomb squad staff of mail containing unusual or suspicious contents.

11. Greets daily visitors to the Police Department providing problem assessment and direction, information and appropriate referral; determines nature and immediacy of emergencies and general inquiries and refers appropriately; locates and directs visitors to requested division or staff person. Refers citizens to appropriate staff for commendations and complaints. Receives temporary right of way permits, locates staff for signatures, and distributes to citizens. Receives, distributes and explains a variety of application forms for various City and state licenses; explains policies and procedures; makes referrals for various Police Department functions and services as well as other city, county and state agencies and related services.

12. Logs and maintains chain of custody on property released to labs, Department personnel or courts and prosecutor offices. Researches court files and related impounds for case status in preparation for disposal of property. Determines ownership; retrieves and releases property to citizens or agencies with appropriate signature requirements.

13. Responsible for the handling, verification, and release of large cash seizures. Creates and maintains seizure files. Disposes of seized items via proper destruction methods.

14. Fingerprints citizens for various City, state, and federal licenses.

15. Reviews and extracts booking information from jail; prepares fingerprint card data and disposition sheets for submission to state patrol, related courts and prosecutors. Maintains employee and criminal fingerprint files for Department.

16. Processes incoming evidence, property, and contraband impounded by Department. Cares for, stores, inventories, and maintains custody of items; enters and updates property records for location, storage, and disposition in the Evidence Division.

17. Prepares and processes property for return to owner, destruction, disposal through web vendor auction, or transportation.

18. Prepares impounded drug items for submission to state lab. Receives and distributes state lab examinations to appropriate division.

19. Takes digital photographs, including those of victims of domestic violence. Prepares and maintains copies of digital images, video and tape recordings for public disclosure, other law enforcement agencies, and prosecution of criminal cases.

20. Transcribes verbatim victim, witness and suspect tape recordings.

21. Provides comprehensive training for new Specialists as well as training in use of the Records Management System and other subject matter expertise as assigned.

ADDITIONAL WORK PERFORMED:

1. Provides courier service between the police and sheriff, city and county prosecutor and related courts.

2. Manages all officer warning notices in a date tickler file.

3. Prepares criminal line-ups utilizing manual photographs or database pictures.

4. May provide clerical support to supervisor.

5. May participate on Incident Command Team.

6. May testify in court.

7. May review Police Records system for officer safety concerns on individuals waiting to see station officer and/or waiting to pick up property from Evidence Room.

8. May assist Family Crimes Unit in sex offender registration address verifications.

9. May compile and prepare sex offender notifications and fliers, wanted and missing person bulletins or officer safety bulletins.

10. May receive abandoned vehicle complaints via telephone, email, in person, or through an officer. Enters report and vehicle data into system, communicates with citizens, registered owners and officers regarding vehicle status. Coordinates information and files with senior volunteers for follow-up action on the vehicle.

10. Performs other related duties.

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

Knowledge of:

- Working knowledge of the Criminal Justice System, including Police Records, Evidence and other police systems and terminology.
- Working knowledge of RCW statutes for determination of misdemeanor/felony crimes, Public Disclosure Laws/Privacy Acts, and other applicable laws relating to maintenance of records and property.
- Knowledge of and ability to use a variety of Department equipment, including teletype, microfiche reader-printer, shredder, computer terminals, computerized telephone system and radio, digital cameras and scanners, cash register and 10-key.

Skill in:
- Strong interpersonal skills in order to effectively perform as part of a team, problem solve and maintain cooperative working relations with co-workers.
- Filing numerically and alphabetically.
- Using tact, patience and courtesy when communicating both internally and with the public.

Ability to:
- Work efficiently under emergent and stressful conditions, handling simultaneous activities including heavy walk-in traffic and call load, radio communication, computer operation, and dealing with the public and officers.
- Strong ability to defuse volatile citizens or offenders particularly specific to the law and justice environment. Ability to respond to dangerous and emergent settings.
- Read, understand and strictly follow police records, evidence and other criminal justice system policies, procedures, coding systems, court decisions and laws.
- Quickly and accurately gather and analyze salient facts and rapidly relay information to officers clearly and concisely.
- Determine appropriate level of response to unusually emergent or critical situations, including those that have a high level of liability exposure.
- Develop an awareness of the current crime scene and to apply that awareness to help identify patterns in records information and bring to the attention of uniformed personnel.
- Work independently and set own priorities to complete assigned work.
- Do tedious, repetitive work with accuracy, close attention to detail and to check the work of others for accuracy and completeness.
- Ability and willingness to maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed.
- Maintain reliable and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform essential functions of the job including:
    - Frequently operate a computer and read a computer screen or typewritten page;
    - Frequently communicate verbally;
    - Occasional lifting of boxes or equipment weighing up to 40 lbs.

WORKING ENVIRONMENT:

Work is performed extensively at a computer workstation with periods of prolonged sitting. Station is often shared with other staff. Environment includes a normal range of noise and other distractions working around standard office equipment.

Employees are often subjected to extremely disturbing and sensitive dialogue, materials and photographs, including exposure to weapons, significant health hazards, hazardous materials and pathogens. Encounters a diverse public who may be frightened, diseased, volatile or mentally disturbed. This is often associated with frequently chaotic and intensely demanding time-sensitive situations. May be exposed to property that may be soiled from a crime scene or pest infestation.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Minimum of three years of progressively responsible clerical experience including data entry, word processing, reception required. Experience in law and justice preferred.
- Technical training or college level education in criminal justice, paralegal, records management, or business administration may be substituted for up to two years of experience.
- Typing at 45 wpm NET required.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, background investigation, polygraph examination and fingerprinting. Subject to re-check every five years.
- Must be able to obtain certification as a Level II ACCESS operator within six months of hire.
- Must be willing to sign confidentiality statements and waivers attesting to their knowledge of potential criminal arrest and prosecution issues related to any alleged misuse or lack of performance in conjunction with duties connected to national security and database administration.
- May be required to work overtime and/or rotating shifts, including weekends and holidays as assigned.
- May require a valid Washington State driver's license and good driving record depending upon position. Must submit a three-year driving abstract prior to hire.

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REVIEWED BY:

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4/2004
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COMMISSION ADOPTION: December 12, 2018