

**CITY OF LOS ANGELES
CIVIL SERVICE COMMISSION**



CLASS SPECIFICATION

POSTED JUNE 1999

4-12-96

Police Service Representative, 2207

Summary of Duties: A Police Service Representative is a civilian employee of the Police Department assigned to the Communications Division or to a police station who receives and analyzes telephonic and in person requests for service from the public, field officers and other agencies, takes crime and other reports, handles referral calls, and dispatches patrol units using radio, digital terminal, and other methods; performs related station duties; and does related work.

Distinguishing Features: A Police Service Representative is a civilian employee of the Police Department who may wear a uniform but carries no weapon. An employee of this class, when assigned to a public counter of a geographic police station, is usually the first person to assist visitors and receives most telephone calls directed by callers and other agencies to the station. A Police Service Representative also prepares crime and traffic reports based on information provided by the public and other agencies and must be able to deal effectively with emergency situations that arise.

When assigned to the Communications Division, a Police Service Representative receives customers' requests, responds to the public's concerns, and, if necessary, dispatches patrol units using radio, digital terminal, and other methods. An employee of this class must make independent decisions which affect the safety of police officers, the public and property, such as those involved in determining the urgency of requests received, and the appropriate action to take. A Police Service Representative receives extensive training in Police communications procedures, crime report completion, and interview techniques.

The work of a Police Service Representative is distinguished from that of a Principal Clerk Police, Detention Officer, and Communications Operator in that a Principal Clerk Police supervises a specialized record unit such as Vehicle Information Processing, Warrant and Teletype, Criminal Information and Records Services; a Detention Officer assists in the processing of prisoners in the Jail Division; and a Communications Operator transmits and receives messages over a two-way radio but is not responsible for receiving calls from the public, analyzing the caller's needs, and determining the appropriate action to take.

Examples of Duties:

- ! Takes both telephone and in-person reports of crimes from the public and other agencies;
- ! Dispatches urgent calls to the proper unit, or section;
- ! Screens individuals who enter the station;
- ! Serves subpoenas to non-hostile witnesses and victims of crimes;
- ! Files misdemeanor criminal cases with the City Attorney's office;

Examples of Duties (Cont'd):

- ! Conducts telephonic interviews and obtains statements from witnesses, suspects and victims of specified non-violent misdemeanor crimes;
- ! Distributes reports to the proper entities;
- ! Retains the Temporary Restraining Order (TRO) files and submits all violations of restraining orders to the City Attorney's Office;

- ! Assists persons who enter the station in need of police assistance or general information;
- ! Receives, reviews, and routes teletype messages;
- ! Updates the station supervisor's teletype board;
- ! Directs station record clerks to send teletypes;
- ! Answers questions from field officers;
- ! Maintains Police Department logs;
- ! Reviews daily field activity reports for accuracy and completeness;
- ! Insures that reports are submitted in a timely and accurate manner;
- ! Monitors Police Department radio transmissions to keep informed of field situations requiring action by station personnel;
- ! May assist police officers in maintaining station security by monitoring a closed circuit television at the station;
- ! May book found property and evidence;
- ! May dispatch a police unit for follow-up investigation; and may sell bicycle licenses.
- ! May verify and resolve discrepancies on bail monies received;
- ! Deposits bail money;
- ! Completes and authorizes bank checks;
- ! Forwards checks, security bonds, and other necessary documents to appropriate court;
- ! Maintains the divisional bail file, schedule, and instructional booklet;
- ! May, at an Area station, interview persons (in person or telephonically) who have previously reported crime incidents, or who were alleged witnesses to reported incidents, and prepare and forward appropriate reports to concerned Department entities; and, if required in connection with such interviews, search and retrieve information from the Department's Automated Information System.
- ! Forwards subpoenas to the proper supervisors or units for service;
- ! Accepts the returned, served, or unserved subpoenas and forwards them to the concerned court;
- ! Maintains liaison with concerned courts to insure station personnel appear as scheduled;
- ! May maintain a subpoena control log;
- ! May pick up and deliver evidential or other documents to police stations using an automobile;
- ! May act as a communications dispatch center operator responsible for receiving calls from the public requesting services and taking crime and other reports;

Examples of Duties (Cont'd):

- ! Analyzes the caller's request for service to determine if an emergency exists and if the call should result in a dispatch of a police unit or if the call should be transferred to another department or person;
- ! Uses radio, digital terminal and other methods to dispatch field units to the scene if necessary.
- ! Handles referral calls, and uses appropriate computer systems.

Employees of this class may occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications: Incumbents must have the following knowledges and abilities:

A good knowledge of:

- ! The organization, functions, and responsibilities of the Police Department;
- ! Police Department forms and procedures, particularly those used for crime reports.

A general knowledge of:

- ! Routine bank depositing procedures.

The ability to:

- ! Explain police procedures and regulations;
- ! Deal tactfully and effectively with the public, other employees, and supervisors;
- ! Prepare clear and comprehensive reports;

- ! Obtain pertinent information from the public through interviews;
- ! Analyze and take appropriate action in emergency situations;
- ! Perform simple arithmetic calculation;
- ! Read and interpret police reports and teletypes;
- ! Rapidly and accurately type short descriptive information onto a CRT displayed screened format using a computer console keyboard;
- ! Speak clearly;
- ! Perform lifting of less than 5 pounds and occasionally over 15 pounds.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends in part, on the specific requirements for the job, the limitations related to the disability and the ability of the hiring department to reasonably accommodate the limitations.

Minimum Requirements: Submission of a properly completed and signed Police Service Representative Checklist. A qualifying score on the Police Service Representative written and typing test.

License: A valid California driver's license may be required for some positions.

A Police Service Representative's initial assignment will be to the Communications Division in a position that is designated as a temporary training position by the Civil Service Commission. Employment in such positions will be limited to six months during which time employees must successfully complete a comprehensive training program for Police Service Representative. Upon completion of the training program, employees will receive regular appointment to the class of Police Service Representative and begin a six-month probationary period in the Communications Division.

After a successful completion of a probationary period, a Police Service Representative will be required to work in Communications Division for a minimum of one year before becoming eligible to transfer to another assignment.

Police Service Representatives must be available to work weekends, holidays, day, night and early morning shifts on a rotating basis.

Because this class has been designated as Safety Sensitive in accordance with City policy, a drug and alcohol screening test may be required prior to appointment.

Candidates must pass a background investigation prior to appointment which includes a review of their employment history, criminal conviction record, habitual use of intoxicants and drugs, and any other factors which may affect the candidate's suitability for employment as a Police Service Representative.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what the duties and responsibilities of any position shall be.