

**CITY OF LOS ANGELES  
CIVIL SERVICE COMMISSION**



**CLASS SPECIFICATION**  
POSTED JUNE 1999

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**SENIOR POLICE SERVICE REPRESENTATIVE, 2209**

**Summary of Duties:** A Senior Police Service Representative assigns, reviews, evaluates and provides direct supervision to a number of Police Service Representatives assigned to the Department's Communications and Area Patrol Divisions responsible for receiving and analyzing requests for service from citizens and Police Officers in the field, and dispatching patrol units using radio, digital terminal, and other methods; applies sound supervisory principles and techniques in building and maintaining an effective work force; fulfills affirmative action responsibilities; and does related work.

**Distinguishing Features:** A Senior Police Service Representative as a civilian employee of the Police Department, is responsible for providing operational supervision and technical advice on a daily basis to Police Service Representatives. A Senior Police Service Representative also conducts training for subordinates, handles emergencies and unusual situations, makes recommendations to the Watch Commander relative to the allocation of system and personnel resources, monitors and observes both incoming and out-going calls, monitors emergency channels and broadcasts selected City-wide messages.

Some Senior Police Service Representatives assign, review, evaluate and provide direct supervision to a number of Senior Police Service Representatives assigned to Communications Division; act as Assistant Watch Commander of Communications Division and fill in for the Watch Commander in their absence; may also be required to initiate Department mobilization during unusual occurrences, such as earthquakes or civil unrest; serve as the Officer-in-Charge of the Training Unit, the Officer-in-Charge, Area Command Center or the Wellness Coordinator Communications Division.

Incumbents in the class of Senior Police Service Representative, as bona fide supervisors, are distinguished from lead workers in that they are responsible for the performance of the full range of supervisory activities including the application of discipline, processing and resolution of grievances and evaluation of performance.

**Examples of Duties:** A Senior Police Service Representative:

- Supervises a group of Police Service Representatives responsible for receiving and analyzing requests for service from citizens and Police Officers in the field and dispatching police officers if warranted;

**Examples of Duties** (Cont'd):

- Handles emergencies and unusual occurrences when requested to do so by Police Service Representatives;

- Conducts training programs/classes for assigned personnel to familiarize them with the equipment and operations of the Emergency Command Control Communications System;
- Makes recommendations to the Watch Commander relative to the type of dispatching to use;
- Allocates specific activities to specific work stations or computer consoles;
- Monitors and observes in-coming calls;
- Monitors work loads of various work stations;
- Monitors selected radio channels;
- Broadcasts selected radio messages;
- Monitors the status and operation of equipment, notifies appropriate parties of equipment failures or problems;
- Interprets department policy relative to its impact on duties of subordinates;
- Evaluates performance of subordinates and prepares performance evaluations;
- Communicates equal employment/affirmative action information to employees;
- Applies job-related criteria in selecting, orienting, assigning, training, counseling, evaluating, and disciplining subordinates;
- Assists employees in preparing for promotion as described in the City's Affirmative Action Program;
- ! Reviews, edits and approves reports which are not related to arrest situations, such as missing persons, injury or traffic reports;
- ! Prepares and reviews deployment materials;
- ! Monitors front desk operations, Area Command Center and other assigned supervisory areas at geographic police stations;
- ! Conducts inspections of work stations and of personnel assigned to their area of responsibility;
- ! Investigates complaints of misconduct, as directed.

May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

**Qualification:** Incumbents must have the following knowledges and abilities:

A good knowledge of:

- Organization, equipment and operation of the Emergency Communications Command Control System of the Communications Division of the Police Department;
- Policies and procedures of the Police Department relative to dispatching patrol units;
- Supervisory principles and practices, including planning, delegating, and controlling the work of subordinates;
- Techniques of training, instructing, and evaluating subordinate's work performance;
- Techniques for counseling, disciplining, and motivating subordinate personnel;
- Procedures for grievance handling;
- Supervisory responsibility for equal employment opportunity and affirmative action as set forth in the City's Affirmative Action Program;
- Effective safety principles and practices;

- ! Department's emergency procedures relative to an unusual event such as an earthquake or civil unrest.

**A working knowledge of:**

- Laws and regulations related to equal employment opportunity and affirmative action;
- Memoranda of understanding as they apply to subordinate personnel.

**A general knowledge of:**

- City personnel rules, policies, and procedures.

**The ability to:**

- Think clearly and act quickly in emergencies;
  - Speak clearly and broadcast with good diction and clarity;
  - Prepare clear and comprehensive reports;
  - Deal tactfully and effectively with public and other employees;
  - Supervise a group of Police Service Representatives;
  - Establish and maintain a work environment to enhance both employee morale and productivity;
- ! Conduct investigations of personnel and service complaints and prepare clear and concise reports.

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:**

Two and one-half years of full time, paid experience as a Police Service Representative.

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

**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 all of the duties and responsibilities of any position shall be.**