

CITY OF OVERLAND PARK - POSITION DESCRIPTION

TITLE:	Police Report Technician	BAND/LEVEL:	TEC I
DEPARTMENT:	Police Department	JOB NO:	4065
DIVISION:	Services Bureau	DATE:	03/19/2019
REPORTS TO:	Supervisor, Police Records	FLSA STATUS:	Non-Exempt
FT/PT/SEASONAL:	Full-time	COST CENTER:	221
REPLACES:	N/A	LAST REVISED DATE:	12/01/2017

JOB SUMMARY STATEMENT: Receives and completes police report requests from citizens and outside agencies. Provides customer service for walk-in station inquiries. Performs a wide variety of support and clerical duties within the Police Department. Collects cash or credit card fees for various police services. Performs fingerprinting tasks for citizens. Accesses confidential and secure websites and databases to complete police record inquiries, entries, deletions, and research. Testifies in court. Requires the ability to apply technical judgement to produce meticulous and consistent results in complex situations and while under pressure. Requires accountability to provide detailed documentation through various software applications. Work can be fast paced, requires attention to detail and physically demanding at times.

DUTIES AND RESPONSIBILITIES:

1. Receives and completes police report requests from citizens in-person, by telephone or online. Assists citizens in determining the appropriate report and completing the report correctly. Enters all police reports into the records management system used by the Police Department..
2. Monitors and communicates via police radio transmissions to provide assistance as requested.
3. Provides customer service for walk-in Station inquiries and responds appropriately to questions, citizen requests, or provides other appropriate direction. Determines which service is appropriate and provides correct forms for completion. Maintains a log of visitors, provides badges, and notifies appropriate personnel of visitors.
4. Performs a wide variety of support duties such as delivers documents and papers within Police department, copies and delivers various reports, answers telephones, sorts and delivers mail, alpha and numeric filing, and stocks supplies. Maintains an adequate supply of DUI and other printed forms located in the report writing and booking areas.
5. Inputs and retrieve data from mobile data terminal. Reads and deceivers information on computer screens.
6. Assists Johnson County Adult Detention Center by completing paperwork for and serving arrest warrants via fax.
7. Performs radio communication skills. Communicates effectively with dispatch, supervisors and officers.
8. Performs non-radio verbal communications. Must be capable of communicating effectively in the English language during duty situations to include but not limited to responding to general questions from the public, clarifying information on tickets and establishing professional rapport with the community:
9. Monitors building security via current video system and reports any concerning activity around the building or in the booking area.
10. Performs fingerprinting services for Overland Park Citizens. Ensures quality of resulting fingerprints complies with KBI requirements. Performs general maintenance of the fingerprint machines and purges files as necessary.
11. Accesses confidential and secure websites and databases (REJIS, NCIC, DOR, and KDOR) to complete police record inquiries, entries, deletions, and research. Enters and removes stolen article entries when appropriate.

12. Operates complex computer systems including but not limited to COPLOGIC, Police Records Management Systems (RMS), Intergraph I/Netviewer, Mobile for Public Safety (MPS), COPLINK, REJIS, JIMS, and LiveScan.
13. Court preparation and testimony. Meets with prosecutors to clarify facts prior to trial; responds to questions from prosecutors, defense attorneys and judges; marks and packages evidence appropriately; reviews case reports and evidence prior to trial; recognizes physical evidence and persons during testimony; understands and applies legal principles; comprehends laws and abstract concepts; organizes facts and provides accurate testimony under stress; recalls and reviews case details prior to testimony.
14. Performs accident investigation duties. Questions drivers and witnesses separately to obtain circumstances of accident, directs individuals to complete driver exchange information forms, speaks to drivers to explain accident reporting procedures and request, requests records check on operator and vehicle, prepares and files vehicle hit and run accident report. Issues citations as necessary, completes reports.
15. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.
16. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

- Basic education and/or additional equivalent experience required. Basic education plus business or correspondence preferred (equivalent to 1-2 years).
- Must successfully pass polygraph exam and police background check prior to employment.
- Must become REJIS/NCIC certified within six months of employment.
- **Access to the Kansas Criminal Justice Information System (KCJIS) is required, the following KCJIS requirements apply:**
 - Must be at least 18 years of age.
 - Must have not been convicted of a felony or serious misdemeanor.

EXPERIENCE:

- Two years of similar experience preferred with preference given to experience within a police environment, police records and public contact.
- Specialized training in appropriate facets of Kansas law and RMS training and knowledge of street layout and geography of the City of Overland Park preferred.

SKILLS:

1. Analytical skills, including research skills, ability to interpret data, ability to conceptualize and ability to analyze data and information.
2. Computer software database creation/maintenance, desktop publishing, presentation, spreadsheet and word processing skills.
3. Time management skills, including the ability to manage multiple items.
4. Good oral and written communication skills.
5. Reading.
6. Data entry.
7. Group presentation skills.
8. Manual dexterity.
9. Demonstrates attention to detail
10. Computer software skills.
11. Human relations/interpersonal skills.
12. Ability to work in environment with constant interruptions and the ability to handle multiple tasks

MENTAL REQUIREMENTS:

1. Alpha and numeric recognition.
2. Ability to read and comprehend City regulations.
3. Diplomacy and judgment.
4. Good listening skills.
5. Alpha and numeric recognition.
6. Ability to work independently.
7. Ability to breakdown procedures to individual steps.
8. Logical reasoning.
9. Mechanical aptitude.
10. Ability to carry out assignments through oral and written instructions.
11. Good memory skills.
12. Ability to assess situation and use judgement in responding
13. Ability to work under distracting conditions.

PHYSICAL REQUIREMENTS:

1. Ability to speak clearly and distinctly over the phone and two-way radio.
2. Mobility to function in adverse weather conditions.
3. Ability to speak clearly and distinctly over the phone and two-way radio.
4. Hand and eye coordination adequate to input computer.
5. Ability to make and receive phone calls
6. Visual stamina and acuity to review alphanumeric data.
7. Must be able to stand for up to 20 minutes at a time
8. Mobility to testify in court.
9. Ability to speak to an individual or group for an extended period of time.

SUPERVISORY RESPONSIBILITY (Direct & Indirect):

- None

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.