

<b>Assistant to the Investigations Lieutenant</b>	
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<b>Job Classification</b>	
<b>Title Code</b>	
<b>Civil Service Status</b>	Civil Service
<b>FLSA Status</b>	Non-Exempt
<b>Probation Period</b>	6 months
<b>Pay Grade</b>	
<b>EEO-4 Category</b>	6 – Administrative Support

<b>Position Information</b>	
<b>Department</b>	Police
<b>Division</b>	Investigations
<b>Reports to</b>	Investigations Lieutenant
<b>Working Title</b>	Assistant to the Investigations Lieutenant
<b>Bargaining Unit</b>	Non-bargaining
<b>Work Location</b>	Urbana City Building
<b>Job Type</b>	Regular, 100%
<b>Job Description Summary</b>	This non-sworn position works under general direction and performs complex and highly confidential administrative functions as an assistant to the Investigations Division Lieutenant. The incumbent performs a variety of routine and complex clerical and administrative work in keeping official records, providing administrative support, and assisting in the administration of the standard operating policies and procedures of the Urbana Police Department.
<b>Comparable Positions</b>	



# ASSISTANT TO THE INVESTIGATIONS LIEUTENANT

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## JOB DESCRIPTION

### JOB SUMMARY

How This Position Supports the City of Urbana:

This non-sworn position works under general direction and performs complex and highly confidential administrative functions to support the Criminal Investigations Division (CID) Lieutenant and CID staff. The incumbent performs a variety of routine and complex clerical and administrative work in keeping official records, providing administrative support, and assisting in the administration of the standard operating policies and procedures of the Urbana Police Department. Supports the relationship between the City of Urbana and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

Scope:

This position is characterized by the performance of highly specialized and responsible office duties requiring extensive related experience, thorough knowledge of the methods and procedures applicable to the assignment, and the exercise of considerable discretion and responsible decision-making in performing work. Incumbents in this class perform tasks which include the application and explanation of complex policies, regulations and guidelines where interpretation and independent judgment are required. Some assignments may also require the integration of technical knowledge with advanced interpersonal and communication skills. Handles and processes confidential and/or sensitive information requiring the use of discretion.

### KEY FUNCTIONS

#### **1. Administrative Support**

Provides direct, confidential administrative support to the Investigative Lieutenant and division staff by performing clerical, technical, and administrative duties, including data entry, record keeping, records research, and preparing and processing documents. For example:

- a. Coordinates division workflow by applying specific knowledge of department policies and procedures in order to organize and coordinate work; exercises initiative and independent judgment in performing administrative duties; applies judgment to resolving problems, analyzing data, and making decisions; ensures the effective communication of operational information.
- b. Uses knowledge of various resources (e.g., ARMS, JANO, CAD, LEADS, New World) to obtain information relevant to active cases. Maintains proficiency with Microsoft Office software suite and modern office management practices.
- c. Accurately enters data and transcribes witness, victim and suspect taped statements.
- d. Responds to inquiries from other departments, organizations, public agencies, media and the general public in a courteous and professional manner within scope of authority; may field high volumes of inquiries at times.
- e. Creates dispatch tickets/assign case numbers for investigators through the CAD system.

- f. Maintains and updates UPD Range Score records for current, retired and separated officers by entering data, running queries, and maintaining current contact information. Creates concealed carry identification cards and maintained these records in ARMS in case of inquiry by an outside law enforcement agency.
- g. Activates/resets LEADS passwords for investigators.
- h. Processes and enters payroll information; reviews for accuracy.

## **2. Records/Case Management**

- a. Maintains the Notable Case Log, Parolee/Probation List, Use of Force, Shootings Summary, Juvenile Reports, Runaway Reports.
- b. Uses training and experience in area of assignment to review and process files and documents. Establishes and maintains physical and computer files so that case materials can be filed and retrieved in an orderly fashion.
- c. Coordinates all open case files by assigning follow-up to officers, communicating with the Evidence Technician regarding evidence requiring testing, and forwarding reports to other agencies in a timely manner.
- d. Ensures cases for correct category status. Reviews status periodically and forwards to the CID Lieutenant or Sergeant for further review as necessary.
- e. Updates records, processes information, adds supplemental materials and responds to requests for information in a timely manner. Scans and converts hard copy records into searchable PDF documents.
- f. Maintains security for files and records containing highly confidential information.
- g. Closes case files upon completion of investigation. Scans and archives case materials.

## **3. Freedom of Information Act (FOIA) Requests**

- a. Gathers information from case files; uses independent judgment to assess for sensitive/non-releasable information and forwards matters to other divisions as appropriate within the timeframes established by statute.
- b. Responds to requestor in a timely manner and maintains status log.
- c. Maintains knowledge of current Illinois FOIA regulations and requirements; attends training as provided by the division.

## **4. Report Management**

- a. Enters data and retrieves information to perform research; responds to requests for information.
- b. Collects statistical data and compiles data for reports.
- c. Receives and transmits information to and from other agencies.
- d. Reviews reports for accuracy; corrects errors or forwards to appropriate party for correction.
- e. Redacts sensitive/confidential information from reports prior to distribution, requiring independent judgment and knowledge of relevant policies, procedures and laws.

## **5. Other**

- a. Gathers information needed for background investigations for job candidates.

- b. Trains PSRs on job duties for cross-training; tracks report errors and forwards information to supervisor for training and evaluation purposes.
- c. Provides back-up support to front desk personnel
- d. Performs other related duties as assigned.

## **JOB FACTORS**

### **Education & Experience**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

- High school diploma, GED or equivalent.
- Four (4) years of progressively responsible administrative/clerical experience; this includes significant responsibility working with confidential information.

### **Desired:**

- Associate degree from an accredited college with major course work in Business Administration, Office Administration, or related field.
- Experience in a law enforcement, justice system or related setting.
- Experience as a Police Services Representative at the City of Urbana is highly preferred.

### **Knowledge:**

*The level of knowledge for the areas listed below is assumed to be at a working level unless otherwise noted. Working knowledge is defined as the ability to readily apply commonly used information. This typically requires demonstrated competence in applying general principles and practices applicable to the specialty.*

- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Office practices and procedures; quality service principles and practices.
- Thorough knowledge of departmental rules, regulations and procedures. Thorough knowledge demonstrates a complete and detailed understanding of all aspects of the specialty area.
- Ordinances, statutes, laws, general orders, policies and procedures related to classifying, indexing, processing, storing, retrieving, and controlling records and documents used in law enforcement.
- Applicable laws, rules, ordinances and regulations, including maintaining confidentiality of sensitive information.
- Techniques for effectively representing the City, and dealing with a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.

### **Skill in:**

- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks and to understand, interpret, and communicate complicated policies, procedures, and protocols.
- Accurately proofreading copy with accompanying knowledge of grammar, punctuation, and spelling.
- Preparing clear and concise reports, correspondence, and other written materials.
- Organizing, processing, and maintaining information and documents in an orderly fashion.

- Responding courteously and informatively to citizen requests for services, information and problems of concern.
- Excellent writing, grammatical, and usage skills.
- Excellent interpersonal skills.
- Proficiency with Microsoft Office software.

**Ability to**

- Relieve a professional of administrative details with a minimum of supervision.
- Learn: City policies and procedures; policies, rules and regulations governing the conduct and safety of police records; quality and security standards for police records; federal and state rules and regulations; standards and protocols for release of information.
- Type at a speed necessary for successful job performance.
- Become proficient in the use of computer software for the keeping, tracking and presentation of information concerning on-going investigations.
- Communicate clearly and effectively, both orally and in writing.
- Monitor police radio and responds to Police Officer requests for information and assistance according to established procedures, using specific police terminology, as appropriate;
- Prioritize assignments to complete work in a timely manner and work independently in absence of supervision.
- Learn and adapt to varying computer programs.
- Respond to internal and external inquiries with professionalism and courtesy.

**Computer Programs Used**

A.R.M.S. 400 & ARMS Easy; LEADS 2000 and receiver programs; CAD Lookup and METNOTES; A.R.M.S. Field Reporting; New World; JANO; RVI 8; Microsoft Office Suite, particularly Word, Excel, Access; Creator Platinum; Start-Stop™ PowerPlay.

**Additional Qualifications**

- Requires successful completion of a comprehensive background investigation.
- Must obtain certification as LEADS user within three (3) months of hire.

**Supervision Received**

- General supervision is exercised by the Investigations Lieutenant. After initial orientation, the incumbent is expected to work independently, developing procedures for performance of a variety of duties and performing complex duties within established policy guidelines.

**Level and complexity of the supervision exercised**

- This position is not responsible for supervising any staff positions.

**Analytical skill required**

- The job requires the ability to analyze reports and cases for information not releasable under FOIA.

**Level and budget volume (dollar amount) of financial responsibility/accountability**

- This position is not responsible for budgetary or purchasing decisions.

**Impact of actions carried by this position**

- Release of sensitive/confidential information (e.g., crime victims, juvenile offenders) could create significant liability and/or embarrassment for the City.
- Entering incorrect information could create significant public safety and/or liability issues for UPD officers and the public.

**The scope of the human resources impact of this position**

- Responsible for reviewing reports for accuracy; errors are either corrected by incumbent or forwarded to the officer or Police Services Representative for correction. Tracks errors made by the PSRs and forwards information to the PSR Coordinator and Services Lieutenant to be used for training and evaluation.

**Level and nature of the INTERNAL contacts**

- The incumbent has regular contact with CID and Services staff. In addition, the incumbent maintains regular contact with Police Administration, City Clerk's office and Legal Division staff.

**Level and nature of the EXTERNAL contacts**

- Media outlets, law enforcement organizations, related agencies, and the general public.

**Work Hours and Environment, Physical Requirements, and Additional Information**

- Typical work schedule is Monday through Friday, but hours may vary with workload. Occasionally may be required to work overtime, dependent on staffing needs. Work is performed in a normal and sometimes hectic office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like.
- Vision sufficient to read computer screens and printed documents. Hearing sufficient to hear conversations in-person and over the telephone. Speech sufficient to make oneself heard and understood in person, in front of groups, in meetings, and over the telephone. Dexterity sufficient to safely operate office equipment including computers.
- Ability to lift up to 20 pound boxes of records.

*The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job.*

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Class Specification History**

New class: