



# POLICE SERVICES REPRESENTATIVE COORDINATOR

## JOB DESCRIPTION

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| <b>Department:</b> Police                      | <b>Division:</b> Services      |
| <b>Job Type:</b> Civil Service                 | <b>Union:</b> AFSCME           |
| <b>Work Location:</b> Urbana City Building     | <b>Percent Time:</b> 100%      |
| <b>Reports to:</b> Services Division Commander | <b>FLSA Status:</b> Non-Exempt |

### **JOB SUMMARY**

Under general direction of the Police Services Division Commander or other assigned management staff, the Police Services Representative Coordinator coordinates the daily activities of the Records and Information Section of the Services Division.

The PSR Coordinator serves as the team leader for the Police Service Representatives which includes coordinating staffing, training, and professional development for the PSR team members. In addition, the PSR Coordinator is also responsible for performing and handling more complex and difficult assignments as well as routine functions of a PSR. This may include a wide variety of general and/or specialized office support, clerical, and technical work in support of the Police Department; collecting, recording, transcribing, maintaining, editing, and retrieving confidential law enforcement data and information; performing a variety of record keeping functions including processing police reports; receiving and providing assistances to the public at the front counter and over the telephone; providing other support and assistance to other functions and activities of the Police Department; and performing a variety of technical tasks relative to assigned areas of responsibility.

### **Distinguishing Characteristics**

The Police Services Representative Coordinator is the advanced journey level classification in the Police Services Representative class series. This position is distinguished by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to this classification and therefore are required to be fully trained in all procedures related to assigned area of responsibility, to have a broad and detailed understanding of support services and records management operations, to have knowledge of City policies and procedures, good problem solving and organizational skills, and have the ability to exercise sound judgment within established guidelines.

### **ESSENTIAL JOB FUNCTIONS**

- 1) Performs all duties and responsibilities of a Police Services Representative.
- 2) Coordinates activities in records management function of the Services Division by:
  - a) Ensuring that section work conforms to local, state, and federal governmental regulations and other applicable rules and requirements regarding record-keeping procedures, release of information and use of law enforcement databases to minimize City liability.

- b) Implementing departmental policies and procedures, City Ordinances, and State laws for coworkers, the public and others.
  - c) Verifying the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
  - d) Answering operational and procedural questions.
  - e) Maintaining the Division's operational procedures manual covering all types of emergency and non-emergency situations in accordance with accepted practice and dictates.
- 3) Implements controls for appropriate staffing and effectiveness by:
- a) Participating in the selection of employees;
  - b) Designing, developing, and conducting learning programs for newly hired PSRs;
  - c) Assisting with training personnel in policies and techniques, providing cross-training on complex functions to personnel, providing instruction to police officers regarding the usage of various computer files and database systems, and providing information to personnel and the general public when needed to ensure continuous process improvement and maximum performance.
  - d) Maintaining training logs;
  - e) Provides accurate performance and assessment data to the Police Services Division Commander for the purpose of identifying training and developmental priorities
  - f) Assisting with establishing quantitative and qualitative indicators for job performance;
  - g) Promoting positive morale in the unit;
  - h) Works with employees to correct deficiencies;
  - i) Acts as a resource for Police Services Representatives;
  - j) Scheduling and attending regular Police Services Representative meetings to provide direction on records issues.
- 3) Works in conjunction with the Assistant to the Services Division Lieutenant with overseeing the Records Archiving function by:
- a) Assisting with developing archived records management procedures;
  - b) Placing of old files in long term storage and retrieving as necessary;
  - c) Coordinates scanning preparation procedures and assists with overseeing maintenance of the microfilmed and scanned reports;
  - d) Destroying old records as necessary in accordance with City policy and state law;
  - e) Assist with developing and recommending changes to records keeping procedures;
  - f) Assist with establishing and maintaining an audit system for all records functions.
- 4) Works in conjunction with the Assistant to the Services Division Lieutenant in acting as the City's Police Records Liaison relating to:
- a) METCAD personnel on records and computer aided dispatch issues;

- b) Information Technology Division on computer records issues and works closely with IT staff to maintain the efficient functioning of ARMS and related resources.
  - c) Required agencies reporting including: Illinois State Police Uniform Crime Reporting; Illinois Law Enforcement Assistance Data Systems; National Crime Information Center.
  - d) Other divisions of the UPD and City departments on records-related matters.
  - e) Participation in training review boards.
- 5) Provides customer service by responding to information requests, conducting research, providing solutions to problems, and correcting errors.
- 6) Performs advanced and complex administrative work by:
- a) Compiling specialized reports, processing records, and verifying records for correct information.
  - b) Responding to requests for data by proofing documents, following state guidelines for release of classified information and preparing final products for release.
  - c) Works in conjunction with the Assistant to the Services Division Lieutenant conducting and overseeing administrative background function for the Department, which may include but are not limited to: Liquor licenses; Taxi licenses; Solicitor licenses; Housing Authority of Champaign County; Driver's license verification for Mass Transit District, Urbana Public Works, Police and Fire Departments.
  - d) Works in conjunction with the Assistant to the Services Division Lieutenant coordinating supplementary clerical functions to include: Requests for copies of crime report from insurance companies and others; Freedom of Information Act requests filed with the City Clerk; and expungement orders from the Court.
  - e) Works in conjunction with the Assistant to the Services Division Lieutenant maintaining office equipment and ordering supplies; monitoring status and making maintenance calls of office equipment as necessary.
  - f) Coordinating the payroll function of the Services Division which includes: scheduling, training and monitoring PSRs, receiving, filing and processing the required paperwork, and insuring policy compliance with overtime/leave requests for the Services Division; completing Finance Department forms for payroll submission including computer entries of same; verification and auditing of payroll records.
- 7) May occasionally pick up supplies and/or attend meetings.
- 8) Works in conjunction with the Assistant to the Services Division Lieutenant providing monthly data and other reports to agencies upon request or arrangement by the Department. This includes Century Coalition, University of Illinois Student Affairs (Judiciary Committee) and the City Legal Office.
- 9) Other duties as assigned.

## **JOB REQUIREMENTS**

### **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:*

- Satisfactory performance as a Police Services Representative supplemented by one year of specialized law enforcement office support or equivalent. Experience in public contact work.
- Experience supervising or coordinating complex organizational systems and tasks is preferred.

**Knowledge of**

- Business English, spelling and basic arithmetic.
- Modern office procedures, practices, and equipment including computers and peripherals such as Windows-based programs and microfilm equipment.
- Geographic knowledge of areas within the City limits.
- Operation and maintenance of computer hardware and printers; telephone hardware and software; audio recording equipment and two-way radio equipment.
- How to access information for answers to common and routinely asked citizen questions via the City's website and other resources.
- Departmental rules, regulations, policies and procedures.
- State statutes regarding records retention, data privacy and records release.
- Legal terminology regarding court orders for subpoenas, expungements, pardons, presentation of records and testifying.
- Computer systems and applications used in the area assigned.

**Skills**

- Excellent multi-cultural and interpersonal communication skills.
- Proficiency using databases and records management systems.
- Advanced skills in Microsoft Word, Excel, Outlook, and PowerPoint.
- Outstanding organizational and time-management skills.

**Ability to:**

- Perform all duties of a Police Services Representative.
- Design and maintain automated and manual filing systems.
- Use computer programs and word processing systems.
- Train and monitor others to maximize efficient performance.
- Extract and compile the necessary data from various records and reports for the department, State's Attorney's Office and other law enforcement agencies.
- Maintain a high degree of confidentiality regarding law enforcement, arrest documents, investigations, dispositions, and all criminal history records.
- Prioritize and work independently.

- Create and process a wide variety of materials, documents, and forms accurately and efficiently.
- Deal with others effectively and professionally under stressful situations.
- Type at a rate of 50 words per minute on a personal computer keyboard.
- Interpret State laws and municipal ordinances.
- Transcribe from Dictaphone.
- Resolve problems and remain calm in stressful situations.
- Build and main effective working relationships with a diverse population.
- Compose and edit written correspondence; produce and maintain complex records, detailed reports, statements, policies, procedures, evaluations, etc.
- Work varying schedules and various days of the week.
- Pass a thorough background check.

**Licenses, Certifications and Memberships Required**

- Must possess LEADS certification

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

**Working Environment:** *The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Work is performed primarily in a standard office environment with extensive public contact and constant interruptions; may be required to work evenings, weekends and holidays.

**Physical Requirements**

- Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull 20 lbs. boxes of records; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Class Specification History**

- General Revision: 6/22/2016

*For HR/Finance Use*

| Title Code                                | Pay Grade |
|---|-----------|
| EEO Category<br>6– Administrative Support |           |