

NOTICE OF JOB VACANCY

TITLE: Complaint Report Technician

DEPARTMENT: Police

NUMBER OF VACANCIES: Two (2) Provisional- Civil Service Exam January 2022

PAY RANGE: Grade 9A \$15.24 hr/\$31,705.23 yearly

Open Competitive

DISTINGUISHING FEATURES OF THE CLASS: This is public safety work involving responsibility for receiving telephone reports of incidents requiring police, fire, ambulance and other public safety response and rapidly and accurately relaying information to the Patrol Captain or his designee, i.e., Desk Lieutenant. This incumbent maintains confidential records of criminal activities and prepares related activities reports. The work is performed according to established standards, policies and procedures. At present time, the incumbent is required to work rotating shifts including nights, weekends and holidays. Supervision is received from the Patrol Captain and/or his designee, i.e., Desk Lieutenant. The Complaint Report Technician performs related work as required.

TYPICAL WORK ACTIVITIES:

Receives telephone and in person complaints of incidents or requests for information and police assistance;

Enters the information into the computer-aided dispatch system (computer terminal);

Prepares and stamps complaint cards or memos;

Forwards memos, calls and information to proper authorities;

Operates telephone and call director equipment;

Prepares reports and maintains files;

Performs typing, clerical and filing of daily logs and records;

Maintains telephone contact with other departments and agencies;

Performs such duties as required as new techniques are developed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of office terminology, procedures and equipment; good knowledge of police, legal or court procedures; working knowledge of organizational and functions of the agency to which assigned; ability to deal effectively with the public; ability to prepare detailed reports; some skill in the use of typewriter; ability to follow both written and oral instructions; ability to handle emergency, panic, and harassing telephone calls according to established policies; ability to work calmly as necessary; clerical aptitude; mental alertness; good judgement; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and two (2) years of office clerical, or record-keeping experience, six (6) months of which must have included experience in the operation of a typewriter, word processor or data entry equipment, or the completion of a course in typing, word processing or data entry.

Note: College or business school education can be substituted for experience on a year-for-year basis: High school graduation is required; additional experience beyond two (2) years cannot be substituted for high school graduation.

SCHEDULE: Starting on Tuesday's: 7 working days 7am-3pm, 2 days off, 7 working days 3pm-11pm, 2 days off, 6 working days 11pm-7am, 4 days off