ADMINISTRATIVE AIDE – POLICE

DEFINITION

Under the supervision of the Administrative Analyst prepares, processes and maintains a variety of departmental documents and/or records; provides clerical support to department staff; responds to inquires, requests and complaints; receives payments; obtains and processes applicant fingerprints, and performs other related duties as assigned.

EXAMPLES OF ESSENTIAL DUTIES

- Receives payment, and arranges payment plans, for fines, citations, and services; balances cash register; prepares monthly income reports.

- Obtains and processes both LiveScan and Hard Card fingerprints; prepares monthly LiveScan reports.

- Responds at the counter, and by phone, to inquires, request and complaints from citizens, City departments, and other law enforcement agencies, often of a sensitive and/or confidential nature.

- Distributes department mail, faxes and DA run returns.

- Completes and files vacation housecheck cards; cancels housechecks and sends welcome home letters.

- Works with electronic ticket vendor to resolve parking ticket errors and disputes; prepares daily citation status list; processes parking citation review requests; schedules parking hearings.

- Receives and processes requests for records, information and reports.

- Receives and logs found property turned in at the counter; attempts to contact owner.

- Faxes merchant alerts and media releases.

- Files various licenses, reports, and notices.

- Issues police clearances and Visa clearances.

- Receives and logs electronic subpoenas; notifies Officers of subpoenas and cancellations of hearings.

- Issues bicycle licenses and solicitors permits.

- Maintains department address list and computer contact list; copies staff schedules for “emergency fire bag” on a weekly basis.

- Insures availability of updated forms used for department operations; maintains department copy machine.

- Enters a wide variety of information into computer databases.
- Tracks citywide graffiti reports.
- Runs errands as necessary.
- Performs limited CLETS entries and inquires.
- Performs other related duties as assigned.

REQUIREMENTS

Knowledge of: Effective customer service principles and practices; basic business computer software, including word processing, spreadsheet and database programs; filing and records management; fingerprinting procedures; routine police department operations; familiarity with California Vehicle Code, California Penal Code and City of Arcata Municipal Code.

Skill in: Responding to the public with sensitivity and respect, often under stressful circumstances; rolling Hard Card fingerprints; obtaining LiveScan fingerprints; operation of standard office equipment including computer systems and software, printer, copy, fax and postage machines; establishing and maintaining cooperative and effective relationships with co-workers, supervisors and the general public; reading and communication skills sufficient to allow understanding, interpretation and explanation to others of policies, procedures, regulations and codes; maintaining strict confidentiality in relation to information received in the course of work.

ADDITIONAL REQUIREMENTS

- Must possess a valid California Driver's License and be willing to travel to Eureka on a Daily basis.
- Must be willing to travel for trainings and/or other meetings as required.
- Must have physical ability to stand or sit for extended periods of time.

TRAINING AND EXPERIENCE

Applicants must have experience and/or training, which would demonstrate possession of the required knowledge and skills outlined above. An example would be: equivalent to high school graduation and one year clerical/customer service experience, preferably in a law enforcement environment.

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