

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 003501
Grade 16**

POLICE SERVICES ASSISTANT

DEFINITION OF CLASS:

This is civilian support work assisting Police Officers and the public with criminal and non-criminal situations and performing clerical support work at the front desk in a Police District Station. Contacts are with Police Officers (especially but not exclusively those of the District Station of assignment), sworn personnel and civilians in other County Police Department units, other County departments/agencies and other jurisdictions, utility and towing companies, hospitals, financial institutions, etc. to exchange information and thereby provide service or facilitate law enforcement and community policing. Public service/assistance is provided to the many people who visit or call the Police District Station during a shift. A question or issue may require a brief routine or straightforward response, but many questions or issues require the employee to carefully interview the individual about facts and circumstances and use judgment to identify the kind(s) of assistance needed and respond accordingly.

An employee in this class is responsible for providing routine and non-routine assistance (services, information, etc.), including emergency assistance, to members of the public who visit or call the Police District Station of assignment, to Police Officers in the field and to other parties. Assistance includes but is not limited to: fingerprinting (excluding wanted or arrested persons), writing minor incident reports, dispensing forms and reports (for free or a service fee), collecting fees, monitoring alarms and other surveillance equipment, using computer systems/databases to access criminal and motor vehicle information and records and relaying information obtained to Police Officers in the field, contacting towing companies and utility companies to arrange for services or give information on incident locations, relaying emergency calls to the Emergency Communications Center (ECC) and non-emergency information to/from the ECC, typing, filing and answering the telephone. The complexity of this class of work is derived from the variety and unpredictability of the problems presented, from the attention to detail required to obtain all key facts and the intense, and from the multi-tasking environment of a police station front desk. The work involves performance of direct and support services requiring the application of specific rules or procedures. Direct services include but are not limited to fingerprinting and otherwise dealing with the public while support services include but are not limited to looking up or relaying information to Police Officers on emergency and non-emergency matters, which may affect the reliability of the information used by law enforcement personnel in the performance of their work and/or used by citizens seeking service. The employee exercises judgment and effective interpersonal skills (such as tact, firmness or restraint) when dealing with requests or complaints from the public. Work involves the independent performance of varied tasks carried out in accordance with clearly prescribed rules, policies and procedures. Significant deviations and very unusual situations not covered by guidelines (including established practices) may be referred to the supervisor or another superior on shift (such as a Squad Sergeant) in person or by telephone or radio for instruction and resolution; however, the remote location of the operational (shift) supervisor or the absence of the first-level supervisor and the context of the work (an immediate response is often

required) typically do not permit close supervision, and work is typically not subject to review until it undergoes further processes. Seasoned judgment, within the bounds of well established rules and procedures and community policing practices, is regularly required to solve problems in sound ways accomplish the task(s) at hand while promoting good relationships with the citizenry or preventing or minimizing conflicts. Employees encounter abusive and hostile behavior from the public and arrested persons and require the observance of special safety precautions as a preventive measure (such as working behind glass when practical, wearing gloves during fingerprinting and staying alert to circumstances). Standing (or staying in place) at the front desk or fingerprint area for prolonged periods is required on occasion, as is moving about to perform tasks in reaction to requests for service. Employees may regularly work rotating shifts including Saturdays, Sundays and Holidays.

EXAMPLES OF DUTIES: (Illustrative Only)

- Responds to requests/inquires of citizens who walk in/call in to the Police District Station seeking emergency and routine information and assistance.
- Responds to Police Officer requests received by telephone or radio or from the ECC.
- Explains police regulations, policies, procedures, etc., regarding arrest and/or traffic violations to the general public.
- Accesses various files and computer systems to obtain information on motor vehicles (such as vehicle identification number, owner, etc.), drivers, stolen and recovered property and to look up addresses/phone numbers or location or criminal histories for Police Officers in the field.
- Fingerprints citizens for immigration, naturalization, adoption, liquor licenses, and other purposes.
- Processes criminal arrest and related reports for the District Station.
- Maintains records of all parking tickets and traffic citations written and voided.
- Arranges for dispatch of tow trucks and utility companies to specified locations to aid requesting Police Officers.
- May collect fines for unpaid traffic tickets and towing charges and releases impounded or booted vehicles to owners.
- Registers citizen bicycles in accordance with County Ordinance provisions to facilitate ownership identification.
- Receives, logs and stores ammunition turned-in by the public, writes police report and submits to supervisor, distributes firearm locking mechanisms to requesting people, and calls for sworn officer to accept turn-in of firearms.
- Collects fees for providing fingerprinting services and releasing accident reports.
- Collect fines for parking violations.
- Monitors bank and business alarms hooked to, and other surveillance equipment located in, the Station to detect possible illegal activity or danger.
- Takes reports from the public for matters not requiring a Police Officer, such as reports of annoying or obscene phone calls, vandalism, threats, lost property, unauthorized use of a motor vehicle, trespassing, protective order violations, and fraud (including identify theft). Writes reports of these types of incidents as well as warrant/summons interview reports and supplements using specialized software (PacketWriter).
- Types work schedules, notices, log/incident sheets, etc., to facilitate District Station communication efforts.
- Takes and transmits business and personal messages for Police Officers in accordance with District Station policy and procedures.

- Checks and catalogues recovered property for safe storage, release, or transfer to another location.
- Operates fingerprinting equipment, photocopying equipment, calculator, computer and other office equipment.
- Receives, updates, and files pertinent business information and locates reports for use by District Police Officers.
- As pertinent to the District Station of assignment, prepares initial information on wanted persons (criminal and traffic warrants) who voluntarily turn themselves in at the front desk – confirms the person is wanted, obtains the offender's identify, address, employer (if any), etc. by asking questions of a checklist nature and arranges for pick-up and processing by a Police Officer.
- As assigned, helps train newly hired and reassigned employees in job tasks.
- May issue police equipment (such as pepper spray) and materials (such as ticket books) to Police Officers.
- May receive and process found property.
- Performs other clerical and support work and other related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of, or ability to rapidly acquire and use knowledge of, Police Department and Police District Station policies, procedures and practices concerning police emergency communications, fingerprinting, warrants, arrests, traffic violations, vehicle towing and storage, crime and accident reports, and other matters to determine and follow or explain to others (such as the public) the proper procedure(s) or effective course(s) of action.
- Knowledge of, or ability to rapidly acquire and use knowledge of, Police District geography, key terrain features (such as streets, alleys and neighborhoods) and key private properties and skill in reading street maps to respond to complaints and transmit information to others.
- Knowledge of, or ability to rapidly acquire and use knowledge of, specialized computer systems and databases, including but not limited to the Computer Aided Dispatch (CAD) system used by the County, the National Crime Information Center (NCIC) and Maryland Interagency Law Enforcement System (MILES), crisscross directories and manuals to access, relay or otherwise use and input information.
- Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes ability to recognize problems and identify relevant information. Examples include paying attention to detail in using various databases and filing systems and preparing various reports, making routine arithmetic calculations, operating office equipment and complying with procedures in identifying and only providing authorized information.
- Skill in English verbal communication to understand verbal information (including instructions, descriptions and ideas) and to express such information verbally so that others will understand. Examples include taking factual information from complainants about events, explaining procedures and describing objects or circumstances.
- Skill in English written communication to understand written information (including instructions, descriptions and ideas) and to express such information in writing so that others will understand. Examples include reading summonses, filling out forms and preparing reports,
- Interpersonal skills to interact in a businesslike, customer service-oriented manner with people of widely diverse backgrounds.
- Ability to work under pressure and maintain emotional self-control during peak periods, emergencies and other situations.

- Ability and willingness to work under minimal direct supervision.
- Ability and willingness to work rotating shift work schedules, including weekends and Holidays, as assigned.
- Ability to pass a police background investigation and obtain and maintain NCIC and related certifications.

MINIMUM QUALIFICATIONS:

Experience: Two (2) years of previous clerical experience that included public contact work.

Education: Graduation from high school or High School Certificate completion recognized in the State of Maryland.

Equivalency: An equivalent combination of education and experience may be substituted.

LICENSE: None.

PROBATIONARY PERIOD:

The probationary period must be twelve (12) months for a full-time or part-time employee appointed to a merit system position, and 6 months for a promoted employee, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Core Exam.

Class Established: March 1966

Revised: July 1969

July 1974

February 1980

July 1985

May 1986

July 1990

Corrected: October 1990

Classification Study: February 1993 (M)

Classification Study: February 2001 (M)

Classification Study: September 2009 (M)

April 2010

August 2013

October 2014