

CIVILIAN TELESERVE OFFICER

JOB DESCRIPTION

Classification Responsibilities: A Civilian Teleserve Officer performs responsible work providing support for the Police Department by answering incoming calls and assisting citizens who come to the Teleserve Desk regarding police matters. Duties include: observing all visitors who enter the lobby area of the main station and rendering necessary information and assistance as required; referring persons to appropriate community service agencies or other resources; writing police reports for various types of incidents including felony and misdemeanor theft, vehicle, residence, and/or business theft, criminal damage, obscene or threatening phone calls, and runaways; utilizing the computer to enter and retrieve data such as vehicle information and to perform license, warrant, or stolen property checks; and monitoring alarms and cameras. In addition to front lobby duties, this classification handles the callback function, which consists of calls being sent to this area from dispatch via printer. Duties include: making contact with the reporting party; taking the report over the phone; requesting follow up by patrol or Crime Scene Technicians as necessary; and making appropriate entries or checks in the computer system. This class performs related duties as required.

Distinguishing Features: The work performed is of a quasi-police nature and supplements the activities of Police Officers. The public contact component of the work involves interpreting and explaining City ordinances, departmental rules and procedures, federal and state laws, and criminal codes. Considerable patience, tact, and persuasion are required while interacting with citizens who are frequently angry, confused, and/or hostile. This position is supervised by a Civilian Teleserve Shift Supervisor or Management Assistant I who reviews work while in progress or after completion. Incumbents often work without direct supervision and are expected to exercise independent initiative and judgement in dealing with the public. A Civilian Teleserve Officer works rotating shifts and is required to wear a uniform. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Graduation from high school or GED. One year of public contact experience in a law enforcement or related environment, OR considerable (3 - 5 years) progressively responsible public contact work including extensive face-to-face exchange of information, the handling of multiple incoming phone lines, and interaction with emotionally upset persons.

Special Requirements. Must be at least 18 years of age. Because of the confidential, sensitive nature of information handled, successful completion of a polygraph and background investigation is required.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualifications. Previous experience with computerized equipment is desirable. Bilingual (English/Spanish) speaking skills are highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public and other City employees in person and by telephone in order to answer inquiries; provide referrals, information, and directions; and gather the data needed to complete police reports and other forms. Produces written documents such as police reports, activity sheets, and various police-related forms with clearly organized thoughts using proper grammar.

Manual/Physical: Enters and retrieves data/information on a terminal, personal computer, or other keyboard device in order to enter police report information, check for warrants on incoming visitors, transmit information for dispatching, perform Driver's License and stolen property checks, and conduct research for incidents. Observes and monitors visitors in the main police station in order to maintain building security. Observes and monitors alarm panels and cameras to determine compliance with safety standards. Monitors a radio scanner and the Telecommunications Device for the Deaf (TDD) phone. Detects hazardous situations including alarms, sirens, other audible signs of warning, and suspicious behavior. Complies with scheduled working hours in order to perform required duties.

Mental: Comprehends and makes inferences from departmental policies and procedures, City ordinances, federal and state statutes, criminal codes, and community service resource directories in order to write police reports, answer inquiries, and direct citizens to the appropriate person or agency. Learns job-related material primarily through oral instruction and observation in an on-the-job training setting regarding report writing, data entry and retrieval, departmental policies and procedures, laws, ordinances and codes, and public contact skills. Analyzes data including information received from the public and current case information in order to write accurate police reports and provide proper referrals and direction to citizens.

Knowledge/Skill/Abilities:

Knowledge of:

the operation and services normally provided by police departments;
basic public relations skills; and
the English language, grammar, and spelling.

Skill in effectively communicating with the general public in adverse situations.

Ability to:

acquire a working knowledge of the geography of the City;
acquire a working knowledge of the organizational structure of the City;
acquire a working knowledge of the organizational and functional responsibilities of the Police Department;
acquire a working knowledge of community services provided by other public and private agencies;
acquire a working knowledge of various criminal and vehicle codes;

routinely deal with persons amidst a crisis, including persons who are violent;
obtain information through conversation and observation;
analyze situations quickly and objectively;
interact tactfully and courteously with the public;
express ideas clearly and concisely, orally and in writing;
keep accurate records and prepare detailed papers; and
establish and maintain effective working relationships with supervisors, coworkers, and other agency personnel.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 9/18

EP/aa/js

CS4136.DOCX (Full-time) PAY GRADE: 43

CS3865.DOCX (Part-time) PAY GRADE: 43

EEO-A/S IND-8810

JOB FCTN-GEN SWORN-No

INCREMENTS 61-200