

State College Borough Representative, Community Service Job Description



REPORTS TO: Police Lieutenant
ROLE & LEVEL: A3

DEPARTMENT: Police Administration
FLSA STATUS: Non-exempt

WORK OBJECTIVE:

The Community Service Representative provides the initial response to visitors to the Police Department and to those who call the police non-emergency telephone number with a problem or request for information. Handles routine incidents that do not require an officer. Work is performed under limited supervision with moderate latitude. Position relies on experience and exercises independent judgment to determine the best approach by using and interpreting policies and procedures.

EXAMPLES OF ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Answers telephone, greets visitors to the police station, and provides appropriate directions, information or referrals to the Police Department and to other agencies
- Completes and processes routine incident reports such as parking permissions, vacation home checks, lost and found property, thefts, etc.
- Files, reviews, and forwards Faulty Equipment Cards to patrol after reviewing to ensure all requests were completed accurately
- Initiates other incident reports not requiring an officer at the scene; obtains basic information and completes the initial report; refers incidents to appropriate party for follow-up
- Contacts owners of found property for identification and return of lost property
- Assists the parking office with parking permissions and appeals
- Monitors the police radio and answers calls from police officers
- Scans all traffic citations into appropriate computer program
- Maintains statistical information on front desk activity
- Assists with monitoring the downtown cameras

Supervision:

- None

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KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of law and police procedures and ability to apply that knowledge in handling assigned incidents
- Skill in the use of Microsoft Office products (Word, Outlook, and Excel,)
- Ability to use the Police Records Management System
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to understand and execute oral or written directions and to prepare clear and comprehensive reports
- Ability to maintain strict confidentiality of sensitive employee and organization information at all times
- Ability to maintain detailed accurate records and create and maintain databases
- Ability to obtain and record necessary information quickly and accurately
- Ability to meet and deal with the public with tact and diplomacy
- Ability to communicate effectively, verbally and in writing

MINIMUM QUALIFICATIONS:

High school diploma or GED; supplemented by two or more years of administrative or secretarial experience; or an equivalent combination of education, certification, training, and/or experience. This position requires a criminal background evaluation and a valid Pennsylvania Driver's License

In addition to meeting the minimum qualifications listed above, an individual must be able to perform each of the established essential functions in order to perform this job successfully.

PREFERRED QUALIFICATIONS:

- Associate's degree

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PHYSICAL REQUIREMENTS:

Depending on functional area of assignment, tasks involve the ability to exert light physical effort usually involving some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). Usually involves some climbing, balancing, stooping, kneeling, crouching, crawling, walking or standing. Tasks may involve extended periods of time at a keyboard or work station or extended periods of standing.

ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed inside without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

SENSORY REQUIREMENTS:

Some tasks require manual dexterity. Tasks require sound and visual perception and discrimination. Tasks may involve identifying and distinguishing colors. Tasks require oral communications ability.

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The job description does not constitute an employment agreement between State College Borough and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

State College Borough is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, State College Borough provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.

Name (print)

Supervisor's Name (print)

Employee Signature

Supervisor's Signature

Date

Date