

**Customer Service / Civilian Report Taking Technician
Position Description and Performance Standards**

2020



Employee Name

Department:

**Police Department
Administrative
Supervisor**

Reports To:

Date of Initial Review:

Date of Mid-cycle Review:

Date of Final Review:

Revised 06/2019

Basic Purpose of the Job	
Under general supervision, performs a variety of duties and responsibilities involved within the police records and customer support division. Compiles and maintains various records in the Police Department, provides telephone support for the department, assists citizens. Releasing records in accordance with CORA (Colorado Open Records Act). Also uses CCRN (Colorado Certified Records Network) in performance of duties. Frequently uses and accesses the police department's record data base (Spillman) system in performance of duties.	
Physical Requirements and Work Environment	
Sedentary work requiring occasional lifting of up to 30 pounds, carrying, walking and standing, hand/eye coordination for operation of personal computer; vision for reading and preparing written reports and documents; frequent speech communication, hearing for transcribing, and listening to maintain communications with employees and citizens. Works primarily in clean, comfortable environment. Subject to sitting for long periods of time. Occasional contact with stressful situations and irate individuals.	
Overtime Status	Nonexempt
Job Requirement	
<ul style="list-style-type: none"> • High school diploma required; associates degree from an accredited college or technical school preferred. • One year experience in similar position with records maintenance, data entry and transcription experience preferred. • Ability to use CCIC/NCIC and maintain certification, CCIC/NCIC validations, ability to run criminal histories in CCIC/NCIC, and warrant reconciliation. 	
Licensures & Certificates (must be active and current.)	
<ul style="list-style-type: none"> • Ability to obtain and maintain CICJIS certification within 60 days after hire date. • Ability to obtain the following Certifications: State CCIC/NCIC, CORA and CCRN. • Current Colorado driver's license with acceptable record. 	
Essential Functions	
(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. The list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.) <i>Indicate how the employee performed relative to these standards by entering your detailed point score in the box on the right and providing a detailed narrative in the box below each essential function.</i>	
	Select the most appropriate description.
1. Provide customer service to public. Assist customers, officers, investigators, supervisors, command staff and outside agencies. Respond in a timely manner to to telephonic, in-person or email queries.	

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2. Handle citizen inquiries and provide timely reports and information in accordance with departmental policies and applicable laws.	
3. Check and order office supplies daily.	
4. Process accounts payable, accounts receivable, and use Caselle financial system.	
5. Perform VIN inspections, complete DR 2008 State Impound forms, and release impounded vehicles.	
6. Ensure the Police Department adheres to CIJIS Security Policy.	
7. Prepare non-criminal reports as received in a timely manner.	
8. Accept and process Colorado Open Records Requests (CORA) according to Colorado Statutes.	
9. Perform background checks as requested.	
Core Beliefs - RELATE	
<p>Our core beliefs are centered on exceptional service and are based around treating our customers and fellow team members with dignity and respect. We value teamwork and recognize that we must continually strive to improve the customer experience. Every team member, regardless of job title, plays a part in creating a service environment and each are empowered to respond to the needs of our customers and teammates.</p>	
R - Respect / Courtesy	
Saying please and thank you with a smile Listening respectfully and cooperating with others Presenting a positive image Caring about customer's needs	Being engaged while attending meetings Being loyal and respectful to mayor, city council and management Taking time to know your customer
E - Ethics / Integrity	
Doing what you say you are going to do Being trustworthy in dealings with others Delivering on commitments and promises Being honest, truthful & tactful in communications	Doing the right thing when no one is watching Acting in an ethical manner-above question Acting professional Respect toward co-workers
L - Leadership / Innovation	
Being loyal, respectful & above reproach on/off duty Leading by example not by exception to inspire respect and trust Participating in outside activities Willingness to help others	Looking for ways to produce better results/reduce cost Being open to new ideas; willing to change Taking initiative Promoting a culture of safety and reporting hazards

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A - Accountability / Professionalism	
Following & respecting City policies, procedures & regulations Taking responsibility for your decisions and actions Completing tasks & assignments on time, within budget Understanding expectations and a willingness to ask for clarification; striving to exceed expectations in your job	Holding yourself and others accountable Learning from setbacks, doing the job better next time Using time management appropriately based on organizational needs Participating in safety training

T - Transparency / Openness	
Proactively sharing information Fostering partnerships, participation, collaboration, and cooperation to achieve department and City goals Planning a process with the outcome/customer in mind	Communicating openly, directly and in a timely manner Acting in the City's best interest Being objective and open to others views Give and welcome constructive feedback

E - Excellence in Service	
Putting the needs of the community & organization first Doing the job right the first time Completing the job efficiently and effectively Being responsive to community needs	Striving to exceed customer's expectations Going the extra mile to serve with an optimistic attitude Making a difference every day Providing complete and accurate information

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Performance Goals Section	
Elements of a SMART Goal: State goals in positive terms: Explain what you want to achieve, as opposed to what you don't want to happen. Goals need to be: Specific, Measurable, Attainable, Agreed-upon, Relevant and Time-bound. Goals may require a tracking mechanism or some reporting tool. Include dates to complete and outcome desired.	Identify the corresponding performance component number, letter or area below.
Goal 1 LMS Training - Spillman Hub Foundation	
Goal 2 Evidence Training ?	

Acknowledgement of Position Description Evaluation Document

AMERICANS WITH DISABILITIES ACT STATEMENT

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job specific functions either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case-by-case basis. This position description is not exhaustive and other duties may be assigned by your supervisor as deemed necessary.

I have received a copy of this position description and understand that my performance will be based on the expectations of this position.

Initial Signature / Print Name (Please complete after first/initial review)	Date

Performance Evaluation Signatures: (Sign this section after final rating/review)	Date
Supervisor Signature:	
Employee Signature:	

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Second Level Supervisor (If Applicable):	
Department Head Signature:	

EVALUATION OVERALL RATING FOR YEAR: 2020	
Employee Name:	
Essential Functions and Supervision (60% weight)	#N/A
Core Beliefs (40% weight)	#N/A
Overall Rating	#N/A
#N/A	
#N/A	
Supervisor Overall Comments	
Employee Comments: (Please continue on separate page and attach as needed)	