



## **JOB TITLE: POLICE SERVICES TECHNICIAN**

Classification: Classified  
Salary Range: 25

Retirement Type: PERS\*  
Board Approved: November 17, 2003

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### **BASIC FUNCTION:**

Under the direction of the Chief of Police, and under the immediate supervision of a Police Sergeant or other assigned person, perform a wide variety of duties in support of the Campus Police Department; participate in and oversee the day-to-day activities and services of the Parking Services Office including services and functions related to parking citations, LiveScan fingerprinting, District keys, and lost and found; and supervise and assign work to student workers.

### **REPRESENTATIVE DUTIES:**

Perform a wide variety of responsible duties in support of the Campus Police Department; perform a range of administrative, technical, and clerical functions in support of effective operations.

Under the direction of a Police Sergeant, organize the day-to-day activities of the Parking Services Office to ensure efficient and effective office operations; participate in and oversee the day-to-day activities and services including services and functions related to parking citations, LiveScan fingerprinting, District keys, and lost and found.

Review documents and explain rules and regulations including those related to parking policies and enforcement.

Answer telephone calls; screen and direct calls and visitors to appropriate personnel; take and relay messages.

Respond to inquiries and requests for information from students, staff, the general public, and outside agencies regarding procedures and regulations related to assigned areas of responsibility including parking citations, lost and found items, distribution of District keys and LiveScan fingerprinting.

Maintain a variety of records related to assigned areas of responsibility including parking citations, lost and found items, District keys, and LiveScan fingerprinting; maintain confidentiality of information.

Compile information and prepare reports as requested related to the assigned functions of the office; duplicate and distribute materials as required by the supervisor.

Verify data for accuracy, completeness, and compliance with established procedures; input and retrieve data in computer systems.

Type, record, and file a variety of records, reports and materials including memos, letters, and parking citations.

Supervise and assign tasks to student workers including those involved in the LiveScan fingerprinting program and those providing office support and customer service related to assigned functional areas; monitor and provide quality control of data entries and system updates related to assigned functions; monitor productivity of assigned workers.

Oversee the lost and found function; store found items; assist in locating owners of found items.  
Operate a variety of office equipment including computer systems, typewriter, word processor, parking citation units, calculator and copier.  
Perform related duties as assigned.

**JOB QUALIFICATIONS:**

Education and Experience:

Any combination equivalent to the completion of the 12<sup>th</sup> grade including or supplemented by courses in office practices and two years of clerical experience involving contact with the public or any combination of training, education, and experience that would provide the desired knowledge and ability to carry out successfully the assignments of the position.

**OTHER QUALIFICATIONS:**

Knowledge/Areas of Expertise:

Organization and objective of assigned functions and service areas of the Campus Police Department.

Modern office practices, procedures and equipment.

Principles and practices used to establish and maintain files and information retrieval systems.

Correct English usage, grammar, spelling, punctuation, and vocabulary.

Oral and written communication skills.

Basic principles of lead supervision and training.

Applicable Federal, State and institutional regulations, requirements, and procedural guidelines pertaining to areas of assignment including applicable sections of the State of California Vehicle Code and other applicable laws.

Interpersonal skills using tact, patience, and courtesy.

Conflict resolution principles and practices.

Receptionist and telephone techniques and etiquette.

Office procedures, methods, and equipment including computes and applicable software applications such as word processing, spreadsheets, and databases.

Abilities/Skills:

Participate in and oversee the day-to-day activities and services of the Parking Services Office including services and functions related to parking citations, LiveScan fingerprinting, District keys, and lost and found with speed and accuracy.

Learn, apply, and explain applicable administrative and departmental rules, regulations, policies, and procedures.

Respond to requests and inquiries from the general public.

Make arithmetic calculations quickly and accurately.

Type at 40 net words per minute from clear copy.

Perform computer data entry, storage, and retrieval.

Perform a variety of general administrative, technical, and clerical duties involving the use of independent judgment and personal initiative.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Adapt to changing technologies and learn functionality of new equipment and systems.

Compile data, maintain records and files, and participate in the preparation of administrative or technical reports.

Work independently in the absence of supervision.

Plan and organize work to meet changing priorities and deadlines.

Meet critical deadlines while working with frequent interruptions.

Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.

Follow oral and written direction.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

**WORKING CONDITIONS:**

Office setting.

Subject to frequent interruptions.

Dexterity of hands and fingers to operate various office equipment.

Hear and speak to exchange information on the telephone or in person.

See to prepare, sort, and file documents.

Stand and sit for extended periods of time.

Lift and carry up to 25 lbs.

Move from one work area to another as needed.

\* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.