

## City of Rapid City Job Description

<b>Job Title</b>	Police Support Technician		
<b>Job Code:</b>	PSTC	<b>Job Family:</b>	
<b>Pay Grade:</b>	PN11	<b>Date Revised:</b>	8/04/2021
<b>FLSA Status:</b>	Non-Exempt		

**General Summary:** The Police Support Technician provides administrative and technical support to the divisions within the Police Department. The main responsibility of this role is to provide front-line customer service to both external and internal clients of the Police Department, including interacting with walk-in traffic, phone and written requests. This position may oversee work-study, intern or volunteer workers.

### Essential Duties and Responsibilities:

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

- Prepares, transcribes, assembles, distributes and maintains correspondence, case files and records relative to the assigned Division
- Enters, registers and maintains various Division specific data and personal information into specialized computerized files for distribution and utilization by requesting parties.
- Provides professional customer service in response to phone and walk-in inquiries and other requests regarding the operation of the Department and/or work division.
- Prepares, maintains and reviews various logs, financial and statistical reports and related Division correspondence for use within the Department.
- Performs basic records checks by entering and retrieving data from computer.
- Submits accurate data to federal agencies; meeting federal standards and guidelines.

### Qualifications:

#### Education and/or Experience:

Associates Degree in Business and/or Technology and 4 (four) years experience in an administrative or clerical role in a professional office setting, or a combination thereof.

#### Computer and Administrative Skills:

Ability to effectively and professionally communicate both verbally and in written format with a variety of people and/or members of the public Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Mathematical Skills:** Ability to apply common sense understanding to carry out instructions furnished in writing, oral, diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer and Administrative Skills:** To perform this job successfully, an individual should have knowledge of Microsoft Office products. Demonstrated knowledge of office equipment and ability to perform various administrative tasks including: typing of 50 wpm net of error, alphanumeric data entry at 134 kpm net of error; and transcription of 95% accuracy.

**Other Skills and Abilities:** Demonstrated knowledge of civil/criminal codes and criminal justice system.

**Certificates, Licenses, Registrations:**

Must possess a valid South Dakota driver's license or ability to obtain within 30 days from date of hire. Ability to obtain National Crime Information Center (NCIC) certification within 6 months from date of hire.

**Working Conditions:**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The noise level in the work environment is usually moderate but may include several interruptions from external and internal customers. The work environment is typically well ventilated and air-conditioned.

**Physical Demands:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to walk. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.