

Police Services Specialist

Department of Police

Full-Time, 12 months

Non-Exempt, Pay Grade 09

VRS-Eligible, Benefits-Eligible

Join the Albemarle County Team:

Albemarle County Local Government and Schools is the second largest employer in the Charlottesville/Albemarle area. It's our mission to enhance the well-being and quality of life for all citizens through the provision of the highest level of public service consistent with the prudent use of public funds.

We deliver this in a diverse locality, with rural, suburban and urban characteristics.

The **Albemarle County Core Values** are the foundation for all we do.

- **Integrity:** We value our customers and co-workers by always providing honest and fair treatment.
- **Innovation:** We embrace creativity and positive change. Learn about this from the People of Albemarle. Have you heard about our partnership for an autonomous shuttle in Crozet?
- **Stewardship:** We honor our role as stewards of the public trust by managing our natural, human and financial resources respectfully and responsibly.
- **Learning:** We encourage and support lifelong learning and personal and professional growth. We support our team through internal and external training opportunity. Check out our *free* in-house training opportunities.
- **Community:** We expect diversity, equity and inclusion to be integrated into how we live our mission.

We take care of our team, offering employees BE WELL Albemarle support to provide opportunities to understand and follow an active lifestyle that promotes a culture of good health and wellness. Did someone say discounted gym membership, please?

We take care of the environment, with a department dedicated to programs supporting Pollution Prevention (P2), Energy Conservation and other environmental initiatives.

THE DEPARTMENT - THE DEPARTMENT OF POLICE

The Department of Police enjoys a rich tradition of providing professional service to our community. Your police department is committed to geographically based Community Policing, with an emphasis on building relationships and trust in the community. The mission of the Albemarle County Police Department is to provide for the safety and security of our many diverse citizens and communities while protecting individual rights and delivering quality services.

The Police Services Specialist

The Albemarle County Department of Police is actively recruiting a **Police Services Specialist** to join our team. This is a full-time entry-level position in the Services and Activities Center. The successful candidate will be responsible for the function of records and communications of the Police Department. Work requires extensive knowledge of the department, division or section policies, procedures and services and the ability to communicate these to others. This is a 24 hour a day, seven days a week operation. The Police Services Specialist provides administrative services primarily to officers, along with providing a limited range of services to the public and other agencies.

The Expectations

Essential functions and responsibilities of **Police Services Specialist** include, but are not limited to, the following:

- Assists division and other department members, other public officials, insurance companies, news people, and citizens with reports, records, and information as appropriate;
- Runs "Outstanding Arrest Warrant Checks" as appropriate and locates the actual warrant, including contacting other agencies;
- Interprets and relays "calls for service" information from citizens via telephone or in person to the 911 (EOC) Communications Officer;
- Uses the Department radio system to communicate with and respond to officers as appropriate;
- Prepares file of latest information for handling by oncoming shift sergeant;
- Inputs records from previous shift's activities and prepares file of latest information for handling by oncoming shift sergeant;
- Records "House Check" requests from citizens and passes them on to Patrol Services;
- Attempts to assure the security and confidentiality of spaces, materials, equipment, files, and information as appropriate;
- Works with a service oriented attitude, assisting the officers and citizens to the extent possible.
- Operation of the VCIN\NCIC computer system;
- Collect fees for services and other activities that the department participates in.
- Relays the demands, requests and deliveries of people in the department's public access lobby and at the service window;
- Relays telephone calls, messages and other communications to other department members from inside and outside the department;
- Assists officers as requested, or "walk-in" individuals as needed, by contacting appropriate social and community services to arrange for shelter, assistance or whatever can be provided for distressed, dislocated, deranged or victimized citizens;
- Calls and arranges for wrecker service to specific locations as appropriate within the County;
- Files hard copies of records after computer entry has been done and checked;
- Type press releases. copy and distribute memorandums, notices, and other written communications within the Department;
- Assists with the cleanliness and order of the records and communications' spaces and associated facilities, equipment and supplies;

Performs related tasks as required.

THE QUALIFICATIONS

Education and Experience

Graduation from high school or equivalent with keyboarding skills a must. Post high school education or training in communications, writing skills, or equivalent experience. Familiarity with personal computers, copiers, and hardcopy filing system. SPECIAL REQUIREMENTS: Must successfully complete a background investigation and polygraph examination. SPECIAL

REQUIREMENTS: Must maintain a clean criminal record, having a life style free of moral turpitude, of the use of illegal drugs, and of breaches of confidentiality.

Knowledge, Skills and Abilities

Required knowledge of different types of records, computerized information systems, other local and regional law enforcement agencies, relevant community resources, services and activities, regional geography, roads, and landmarks, and techniques for handling difficult people. Skills needed includes written and oral communications, including speaking clearly in telephone etiquette and in writing. Other skills required: understudying and evaluating what is being communicated by the client so as to best provide information, advice and referrals in performing record keeping, data input, retrieval and relaying of information in a precise, detail-oriented, thorough and consistent manner; reading and interpreting complex manuals need to summarize information; being a sincere, confident, outgoing and knowledgeable person who can work independently; and possess the skill to be self motivated to work cooperatively in a group. The ability to maintain a strong client-service orientation, demonstrate a sincere interest for caring for people while operating effectively in stressful situations; and the ability to maintain confidentiality when processing information.

THE PHYSICAL CONDITIONS AND NATURE OF WORK CONTACTS

Work occurs predominately at work station within the Records and Communications Office. Must be able focus on daily task steadfastly for the full shift, be alert for calls and requests, and able to respond quickly. Occasional duties beyond the normal shift hours is necessary. Occasional meetings, delivery of material and training occurring outside the office are required. Requires daily contact at all levels of the Police Department. Regular contact with members of other departments, agencies and services, monitored, usually by telephone or other telecommunications; daily contact with the public over the telephone and at the public service window. Contacts may be confrontational and require tact, diplomacy and possible referral to a supervisor or co-worker. Must be able to stay calm in stressful situations. Occasional handling of emergency situations is required.

THE SALARY RANGE

The salary range for this position is \$29,811-35,773 per year. Starting offer is based on applicable education beyond minimum, experience and internal equity. The position also provides excellent benefits including 12 paid holidays, paid vacation and sick leave, health insurance options with employer contribution, employer-paid life insurance, VRS retirement, and continuing education/training opportunities. This is a full time, FLSA Non-exempt position. *Internal candidates will receive pay adjustments in accordance with Local Government Personnel Policy, §P-60.*

DEADLINE FOR APPLICATIONS: Position open until filled

Virginia Values Veterans

Albemarle County is a Certified V3 organization.

EOE/EEO

Albemarle County is an equal employment opportunity employer, and does not discriminate against any group or individual on the basis of race, color, religion, sex, sexual orientation, national origin, age or disability in regards to any aspect of employment policy and practice: recruitment, testing, selection, assignment, pay, conditions of work, training, leave, overtime, promotion, discipline, demotion, and separation.