City of Phoenix
POLICE ASSISTANT

JOB CODE 62160

Effective Date: Rev. 11/08

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to perform a variety of tasks of a quasi-police nature in support of law enforcement activities in a precinct or bureau of the Police Department. Duties include handling calls for service not requiring the presence of a sworn officer. Duties vary by assignment. Evaluation of performance by a Police Sergeant or other supervisor is made through the review of reports, observation, and discussion. Some positions require shift work.

ESSENTIAL FUNCTIONS:

- Ensures serviceability of all equipment assigned to a precinct by scheduling vehicles for preventive and unscheduled maintenance, and maintaining related records;
- Maintains precinct inventories of real and sundry property;
- Determines specifications for vehicles and equipment being added to the inventory or fleet;
- Enters data or information into a terminal or PC;
- Performs light investigations, conducts follow-ups, as well as prepares or updates reports;
- Collects data from various sources (i.e., computerized crime and traffic databases, etc.);
- Signs and transports complaints on behalf of the department;
- Serves Subpoenas and Orders of Protection;
- Assists with training of new employees;
- Attends training classes in police methods, first aid, and subjects related to assigned area;
- Drives marked vehicles between the maintenance shop, police stations and/or Park and Rides;
- Patrols assigned areas and issues Notices of Violation relating to parking infractions;
- Impounds abandoned or illegally parked vehicles, and/or lost property and prepares related paperwork;
- Performs traffic, pedestrian, and crowd control function;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
Required Knowledge, Skills and Abilities:

Knowledge of:

- Departmental rules and procedures.
- Statutes and ordinance relating to area assigned.

Ability to:

- Communicate in the English language with the public by phone or in person in a one-to-one or group setting.
- Comprehend and make inferences from material written in the English language.
- Operate a variety of standard office equipment.
- Move barricades, traffic cones, or other objects weighing 50 pounds or less short and long distances.
- Work in a variety of weather conditions with exposure to the elements.
- Remain in a sitting or standing position for extended periods of time.
- Learn job-related material through structured lecture, reading, oral instruction, and observation. This learning takes place in an on-the-job training or classroom setting.
- Produce written documents in English with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Work cooperatively and effectively with all segments of the public while remaining calm, decisive, and diplomatic in stressful situations.
- Learn the geography of the City; police methods, practices, and procedures; and statutes and ordinances related to the area of assignment.
- Observe or monitor objects to determine compliance with prescribed operating or safety standards.
- Travel across rough, uneven or rocky surfaces.
- Work safely without presenting a direct threat to self or others.
- Operate a computer utilizing a keyboard or other device.

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver’s license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
City of Phoenix

- Appointment to positions in the Police Department are subject to meeting appropriate polygraph and background standards.
- Some positions will require the performance of other essential functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of public contact or customer assistance experience. Other combinations of experience and education that meet the minimum requirements may be substituted.