



City of Phoenix POLICE AIDE

JOB CODE 62180

Effective Date: 4/10

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to perform a variety of routine field and clerical work in support of police functions in a bureau or precinct. Incumbents of this classification work under supervision of a sworn police employee. Performance is evaluated through personal observations and discussion. Some positions require shift work.

ESSENTIAL FUNCTIONS:

- Answers routine inquiries and makes proper disposition or directs them to proper authorities;
- Accurately enters data or other information obtained from various areas for use in reporting;
- Opens, sorts, files and routes mail, products, materials, and other paperwork;
- Logs information received from telephone;
- Maintains forms and supplies inventory at police facilities and issues supplies, equipment and forms to Police Officers as requested;
- Drives police vehicles between the maintenance shop and police briefing stations;
- Indexes, codes, alphabetizes and files a variety of records;
- Consults with supervisor regarding non-routine matters.
- Transports reports and other paperwork to division headquarters;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Modern office practices and equipment.
- Customer service principles and techniques.
- Clerical procedures (i.e., indexing, coding and alphabetizing) and systems such as managing files and records, answering phones, operating office equipment, typing business correspondence and other documents, and other office procedures and terminology.



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Ability to:

- Handle difficult customers on a daily basis;
- Maintain the confidentiality of sensitive information.
- Work cooperatively with the public and other City employees.
- Communicate in the English language with the public by phone or in person in a one-to-one setting.
- Operate a computer utilizing a keyboard or other device.
- Multi-task and function in a fast-paced and stressful environment.
- Comprehend and make inferences from material written in the English language and learn job-related material through observation and oral instructions.
- Operate computer input devices (keyboard, mouse) and other office equipment.
- Remain in a sitting position for extended periods of time.
- Move supplies weighing up to 20 pounds.
- Operate a variety of standard office equipment.
- Operate personal or City vehicle on City business.
- Learn the geography of the City of Phoenix.

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.
- Appointments 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:

Demonstrated ability to perform routine clerical work and six months of public contact or customer assistance experience. Other combinations of experience and education that meet the minimum requirements may be substituted.