



CITY OF EVANSTON
AN EQUAL OPPORTUNITY EMPLOYER M/W/D



JOB OPPORTUNITY
FOR ALL QUALIFIED INDIVIDUALS

Posting Date: May 7, 2008

Closing Date: June 6, 2008

*Applications received after the closing date will be considered if the position is not filled.

FOR TEST DATE: JUNE 7, 2008

Police Department Service Desk Officer
\$39,470 – 51,257

Nature of Work

This position provides the first-line non-emergency response to citizens requesting information or service from the Police Department. Employees greet visitors to the Police Station, answer questions, provide a variety of services to citizens and to sworn police officials; assists sworn members of the department in performing their tasks and assignments by relieving them of tasks not requiring a sworn officer; responsible for monitoring prisoners in department lock-up; uses a variety of computerized systems to answer questions, provide information, generate reports, and maintain records; explains and interprets general departmental policies to inquirers either in person or on the phone; provides support services to field units. Employees must utilize excellent communication skills, written, verbal and listening skills in order to determine the appropriate manner in which to respond to a call; must be tactful yet firm in enforcing appropriate departmental policies and procedures. This position works permanent shifts, with rotating days off; is uniformed, and may be subject to voluntary and mandatory overtime as dictated by the supervisor. This position may be required to perform other service duties such as directing traffic, issuing compliance tickets, staffing police outposts, and handling non-critical calls for service.

Essential Functions of Work – (Specific Assignments will include some or all of the following)

- ◆ Answers, screens, and routes non-emergency telephone calls and walk-in inquiries.
- ◆ Explains police department procedures, services, and similar information requests accurately, professionally, and within departmental and City standards.
- ◆ Receives complaints from public concerning crimes and police emergencies.
- ◆ Identifies problem situations and utilizes different methods of problem solving.
- ◆ Solicits information to determine appropriate resources needed to respond to requests for service.
- ◆ Prepares reports to document arrest info. such as; name, address, charge, and arresting officer.
- ◆ Fingerprints and photographs prisoners, restrains prisoners when necessary, serves prisoners meals, and processes bail bonds, arranges for prisoner transportation to court and releases prisoners from custody.
- ◆ Monitors prisoners via closed circuit television and/or physically.
- ◆ Monitors arrest registers, using computer-based information system to ensure timely processing of prisoners in accordance with procedural requirements.
- ◆ Reviews booking reports of prisoners arrested to verify completeness and accuracy of reports.
- ◆ Answers inquiries to explain procedures, give status of individuals, verify information, and expedite processing of prisoners.
- ◆ Handles multiple tasks within appropriate time frames and operating procedures.
- ◆ Expected to receive necessary certifications and to display proficiency with CAD, LIVESCAN, LEADS and other computer based systems.

Minimum Requirements

Education and Experience: Graduation from high school, with at least 30 college credits or similar experience and training within a law enforcement agency. At least three years of experience working in fast paced, high security, highly structured customer service position which demonstrated knowledge and skills in areas of essential tasks.

Skills, Abilities and Knowledge: Working knowledge of customer service principles and techniques, especially as applied in a police department or similar setting. Working knowledge of good communication techniques, including calming irate citizens, defusing emotional situations, responding appropriately to emergency requests and calls. Knowledge and use of computer systems, and ability to be trained in department-specific software and hardware. Ability to coordinate information from a variety of sources, compile into appropriate format, interpret according to policies, practices and procedures. Ability to work effectively with employees at all levels within the organization; ability to identify problem and best possible resolutions to problems.

Language: Ability to read, comprehend and comply with complex manuals, general orders, laws, and legal documents; ability to write reports and memoranda using proper format, punctuation, spelling and grammar, using all parts of speech in a manner understandable to the receiver. Ability to speak clearly and distinctly, with voice, diction, phonetics and grammar that are understandable to the listener and with poise, voice control and confidence.

Physical Demands: Medium work, exerting up to 100 pounds of force occasionally and/or up to 50 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Work is mainly indoors, with protection from weather changes although not from temperature changes. Ability to walk up and down up to three flights of stairs.

Equipment: Including, but not limited to, uniforms, tape recorders, charts, diagrams, federal, state and local statute books, reference books, camera, radio, telephone equipment, maps, personal computer and software including word processing, spreadsheet and data base programs, calculator, fax machine, and cellular phone.

Supervision:

Work is performed under the general direction of a supervisor. The employee is responsible for completing work according to Departmental and City work rules and safety regulations. Work is reviewed through ongoing observation, written and verbal communications, meetings and feedback from the supervisor and from other department employees. Guidance is provided through rules and regulations, policies and procedures, Personnel Rules and Teamster contract. Additional guidance is provided through state statutes, City ordinances and standard operating procedures. Work is evaluated at least annually for quality of tasks, adherence to work rules, and performance in accordance with classification standard.

PUBLIC CONTACT:

This position is consistently and continuously interacting with members of the public, sworn officers, other city employees, and visitors to the police station. The employee also interacts with prisoners, persons detained, and other irate, emotional and irrational persons.

SELECTION METHOD

Video Examination – Pass/Fail
Structured Oral Interview – Pass/Fail
Mandatory Observation
Polygraph Examination & Psychological Assessment—Qualifying
Background Investigation– Qualifying
Pre-employment Medical Examination and Drug/Alcohol Screening

TYPE OF ELIGIBILITY LIST: Category Group

LIFE OF ELIGIBLE LIST: Two years

NOTE: This position is covered by a collective bargaining agreement.

To apply for this position, you must submit a resume and cover letter, or police department application on or before the closing date, June 6, 2008. You can pick up an application from Human Resources or download an application from the City of Evanston Website at www.cityofevanston.org.

*City of Evanston
Department of Human Resources
2100 Ridge Avenue
Evanston, IL. 60201-2798*

The City of Evanston is committed to making all public meetings accessible to persons with disabilities. Any citizen needing mobility or communications access assistance should contact the Facilities Management Office at 847-866-2916 (voice) or 847-448-8052 (TTY).