

Jurisdiction: City of Ithaca  
Jurisdictional Class: Competitive  
Adopted: 07/06/22

## **POLICE SUPPORT SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for the input, updating, and retrieval of sensitive and confidential police records, including police reports, medical records, use of force reports, and mental health forms, using computer software. Police Support Specialists also serve as the first point of contact with the Ithaca Police Department, including staffing the front desk, and thus have extensive face-to-face and telephone contact with the public. Police Support Specialists perform clerical duties such as filing, copying, and faxing, and may be assigned related clerical functions and activities that can be appropriately handled by civilian personnel. The work is performed under general supervision in accordance with well-established procedures. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Enters sensitive and confidential police records, including police reports, medical records, use of force reports, and mental health forms into electronic records software; updates, edits and retrieves records in accordance with established procedures and guidelines;

Facilitates data transfer through interagency software systems, such as Spillman, TraCS, Laserfiche, Live Scan and eJusticeNY;

Acts as the first point of contact for the agency, including staffing the front desk; answers telephone calls, greets visitors, and responds to emails, providing excellent customer service when doing so;

Retrieves, compiles and provides requested records and supporting documentation to the City Attorney's Office, the local courts, and the District Attorney's Office in accordance with state law and department policies and procedures;

Prepares and maintains department activity records and data, including incident-based reporting, collecting and compiling data for departmental reports, monthly officer arrest data, Narcan usage, use of force data, and others as directed;

Enters and updates warrant, subpoena, and order of protection data files and logs;

Maintains and updates databases and spreadsheets for various departmental records;

Reviews reports and entries to ensure they are properly coded and complete; corrects typographical and clerical errors; returns incomplete reports to supervisors for completion;

Collects fees for services rendered, such as taxi licensing fees and background investigation fees;

Assists with found property management, including intake, location management, and the release of property to its owner; accepts and prepares walk-in reports for found or lost property, vehicle repossession, etc.;

Purges electronic and physical records and materials in accordance with New York State records retention standards and established procedures and guidelines;

Assists with vehicle auctions by running data searches and compiling and verifying VIN numbers, registration information, and other data to ensure accuracy;

Performs various clerical duties, such as typing, filing, copying, and faxing;

May perform radio communications with officers and the dispatch center as needed or requested;

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#### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:**

Working knowledge of the procedures and systems used by the Ithaca Police Department Records Division to record, maintain, manage and disseminate confidential law enforcement records; working knowledge of database and records management software used by the Ithaca Police Department; working knowledge of modern office equipment used to input, maintain and produce law enforcement records and reports, and ability to effectively use such equipment; working knowledge of modern office terminology, procedures, equipment and business English; good data entry skills; good organizational skills; ability to operate a personal computer and utilize common office software programs including word processing, spreadsheet and databases at an acceptable rate of accuracy and speed; ability to learn agency software programs; ability to extract data from records management systems and prepare statistical reports; ability to understand and follow oral and written instructions; ability to communicate both orally and in writing; ability to interact effectively with the public; ability to successfully work with and serve a diverse local community; accuracy; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a high school equivalency diploma.