



Josephine County, Oregon

Human Resources Office

Josephine County Courthouse
500 NW 6th Street Dept 11 / Grants Pass OR 97526
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POSITION DESCRIPTION

Job Title: Police Support Technician
Department: Sheriff's Office
FLSA Status: Non-Exempt
Job Code: 2945
WC Code: 8810
Effective Date:
Last Revised: January 1, 2019
Pay Grade: S04
Union: Sheriff's Association

SUMMARY

The Support Technician is an employee of the Sheriff's Office assigned to the Records, Jail, or Civil Section. Duties include the performance of a full range of administrative duties, such as researching and summarizing information from various sources, completing difficult and detailed reports, implementing a variety of complex office procedures, maintaining thorough knowledge of departmental operations, interpreting policies and terminology, and/or handling sensitive and confidential information in the law enforcement field. Incumbents in this class work with relative independence with only occasional instruction or technical assistance. Work is performed under the general supervision of the Shift Division Supervisors, with work being reviewed primarily on the basis of compliance with rules and regulations and results attained. Incumbents are expected to carry assignments through to completion with only unusual or especially complicated tasks reviewed in detail.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(Illustrative Only. Any single position in this classification will not necessarily involve all of the listed duties below and other positions will involve duties which are not listed. These duties represent the essential functions needed of persons in this classification.)

- A. Receives the public in person or by telephone relating policies, procedures and Sheriff's Office information to the public; takes initial complaints. Must have the knowledge to direct the public to other community resources as needed.
- B. Responsible for a variety of word processing assignments including correspondence, reports, forms and simple tabulations, other material; proofreads documents. May be assigned to and should have a working knowledge of intake, and release procedures.
- C. May be assigned and must be able to skillfully manipulate a data management system to enter, update, display, edit, search, purge or expunge information recorded in the electronic processing system.
- D. Provides and obtains information by teletype at the request of Sheriff's Office personnel and other criminal justice agencies.

- E. Accepts and processes applications for concealed weapons and explosives permits, making a complete background check on each applicant.
- F. Operates a variety of office machines including adding machines, copy machines, calculator involving simple calculations, computers, recording machines and related equipment.
- G. Interprets and enters complex court orders into computer data storage system. Considerable procedural knowledge is required to assure data entry is complete and accurate. Organizes and distributes requested legal documents and/or reports to criminal justice agencies. Must have the ability to accurately compute confinement time for persons incarcerated within the correctional facility, including State Good Time, and Work Time earned.
- H. With accuracy enters complaints, case report information, traffic citations and warnings into a CAD/Records Management system. Retrieves information from the computer system for Sheriff's Office personnel and other criminal justice agencies.
- I. Completes difficult or involved financial records to assure completeness and accuracy of records. Distributes monies to various agencies.
- J. Develop a working knowledge of criminal and civil law. Keeps informed on current changes in law, court decisions, and current crime trends and problems.
- K. Must be able to react to emergency situations in a calm and professional manner.
- L. Performs other related duties as assigned.

SUPERVISORY RESPONSIBILITIES

Works under the supervision and direction of a Management position or their designee. Support Technicians exercise no supervision.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Additional qualifications include: Ability to learn new techniques, learn to operate new equipment and software programs and to adapt quickly to changing work requirements in a high intensity work atmosphere; substantial ability to perform and prioritize multiple simultaneous tasks; operate variety office equipment appropriately and efficiently; and interpret and retain Sheriff's Office policies and procedures, intergovernmental and interagency contracts, and extensive resource information. This position requires the specific knowledge of the Josephine County Sheriff's Office and Law Enforcement as well as general knowledge of county wide departmental functions and procedures.

EDUCATION AND EXPERIENCE

Associates degree in office administration or related field and four years of progressively responsible secretarial and/or administrative experience; or, high school graduation or equivalency and five years of progressively responsible secretarial and/or administrative experience; or any satisfactory combination of experience and training which demonstrates the knowledge, skills and ability to perform the above described duties. Experience in law enforcement or similar field preferred.

JOB IMPACT

The most common consequence of error would involve financial loss due to improper processing of payments and/or maintenance of records; possible litigation; and/or public embarrassment.

JOB CONTACTS

This position generally has contact with the general public; other agencies, including social service, state and federal agencies; and with other County departments.

LANGUAGE SKILLS

Must have a full command of English composition, spelling, business formats and mathematical skills. Must have the ability to prepare effective written reports, correspondence, memoranda, policies and other written documents. Must have excellent oral communication skills, the ability to explain policies and procedures.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITIES

Ability to exercise initiative and judgment in completing tasks and responsibilities; solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; and interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Must have the ability to analyze and make decisions and judgments relating to area of responsibility.

OTHER SKILLS AND ABILITIES

Must be able to comprehend and interpret comprehensive reports applicable to assigned area and to work effectively with other employees, agencies and the general public using courtesy, tact and good judgment. Must have the ability to plan, organize, schedule and coordinate office operations. Must have a thorough knowledge of office equipment, and their use, including but not limited to computers and industry standard software used by the Sheriff's Office.

CERTIFICATES, LICENSES, REGISTRATIONS

The physical requirements outlined are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Most positions in this classification will be required to obtain and maintain current LEDS Certification.

BACKGROUND INVESTIGATION

Those employed in this position may be subject to pre-employment drug testing/physical examination and a background investigation, including criminal background investigation. Conviction of a crime will not necessarily disqualify an individual for this classification. Must pass and maintain Criminal Justice Information Systems (CJIS) security clearance.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL REQUIREMENTS

Check if required for essential job function	Activity	Never 0%	Occasionally 1-33%	Frequently 34-66%	Continuous 67-100%
<input checked="" type="checkbox"/>	Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Sitting - 1/2 hour plus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Moving about work area	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Bending forward	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Stoop position - 1 minute plus	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Climbing stairs - 1 floor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Crawling - hands & knees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Reaching overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Lifting strength	# of pounds = 20 lbs			
<input checked="" type="checkbox"/>	Lifting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Patient Lifting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Lifting Overhead	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Moving carts, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Carry items	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Dexterity/Coordination	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Keyboard Operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Rapid-mental/hand/eye coord.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Operation of motor vehicle	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speech, Vision & Hearing					
<input type="checkbox"/>	Distinguish colors	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>			
<input type="checkbox"/>	Distinguish shades	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>			
<input type="checkbox"/>	Depth perception	Describe:			
<input checked="" type="checkbox"/>	Ability to hear	Normal Speech Level:			
<input type="checkbox"/>	Other Spec. Hearing Req.	Describe:			
Exposure - Environmental Factors					
<input type="checkbox"/>	Heat	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Cold	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Humidity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Wet Area/Slippery	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Dust	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Smoke	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Chemical Solutions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Uneven Area	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ladder/Scaffold	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Ionization	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Body Fluids	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>