



Filing Deadline: January 5, 2018
City of Coeur d'Alene
Equal Employment Opportunity
Part-Time Civilian Report Taker

Description: An employee in this class takes and prepares “not in progress” crime reports to relieve officer and investigative staff of routine reporting and related administrative procedures. Most reports are related to property crimes. The Civilian Report Taker interviews victims, observes the crime scene, collects and marks evidence and prepares reports. Due to the nature of the work, accuracy, attention to detail, analytical skills, and both verbal and written communication skills are important qualities which must be demonstrated by the incumbent. Report Takers report to a Police Sergeant or Lieutenant who reviews work after the fact for quality, quantity, accuracy and neatness of tasks performed and services provided to the public. Report Takers do not supervise, but may be required to train new employees in the same or similar job. The principal duties of this class are performed in a work environment in which the employee primarily conducts field work, subject to outside weather conditions and stressful and emotional situations.

Wages and Hours Worked: Starting hourly wage is \$21.65 per hour, 20 hours per week. Will include various day, evening and weekend hours, must be flexible with schedule.

Benefits: This is a non-benefited position other than pro-rated vacation and sick leave accruals and membership into PERSI (State Retirement).

Conditions of Employment: Applicant must pass a polygraph examination and background check prior to employment.

Acceptable Experience and Training:

- High school diploma or equivalent general educational development (GED) certification; and
- One (1) years of advanced training to include additional courses of study in English composition, journalism, public relations, law enforcement, office management or secretarial fields;
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Special Qualifications:

- Valid Driver's License.

Knowledge, Skills and Abilities:

Knowledge of:

- General office operations including, use of office equipment, personal computer, telephone, fax machine, and copy machine as required by the position;
- English grammar, spelling, punctuation and time management;

Ability to:

- Use a computer and basic software applications;
- Learn and correctly apply routine division and department policies and procedures;
- Learn and understand criminal laws and ordinances;
- Observe, remember and record details;
- Learn and apply basic photography and fingerprinting skills;
- Read, comprehend, and follow simple oral and written instructions; and to understand and apply available guidelines to varied operational requirements;
- Keep criminal activity records, case files and other information confidential;
- Analyze situations objectively to determine if a crime has been committed and to take appropriate action;
- Prepare accurate and grammatically correct written reports;
- Communicate clearly and concisely, orally and in writing;
- Calmly and courteously deal with people who are emotionally upset;
- Conduct fact finding interviews;
- Properly collect and process evidence;
- Establish and maintain comprehensive records and files;

- Communicate, meet, and deal with the public and employees in person or by phone, in a pleasant, courteous manner;
- Provide quality services in a cost-effective manner and to recommend improved methods of performing the work;
- Make sound and reasonable decisions in accordance with laws, ordinances, regulations and established procedures;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Examples of Work: (Illustrative Only)

Essential Duties and Responsibilities:

- Interviews victims and others in person or on the telephone to elicit detailed crime information;
- Assesses and analyzes information to include in reports;
- Writes crime reports, ensuring accurate and detailed information;
- Collects, preserves and maintains crime scene evidence and property for safekeeping;
- Collects fingerprints from the crime scene and takes photographs when appropriate;
- Responds to calls to visit crime scenes, take reports and collect evidence;
- Responds to dispatch calls for theft reports, burglary reports, phone harassment reports, malicious injury to property, fraud and forgery reports and other similar crime reports (all not in progress);
- Testifies and presents evidence in court, as required;
- Transports evidence to the Police Department Property and Evidence Room;
- May, depending on circumstances, take reports related to battery, assault, threats, child custody interference, disabled vehicles and/or abandoned vehicles (all not in progress);
- Conducts both preliminary and follow-up interviews;
- Provides general and specific law enforcement and crime information to the public;
- Conducts examinations of persons, vehicles, premises or areas to determine if a crime has been committed;
- Checks and modifies computerized records, reports, logs and statistics;
- Retrieves reports, makes copies and distributed to appropriate personnel;
- Makes recommendations and creates procedures and systems to improve operations as needed;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities.

Other Duties and Responsibilities:

- May provide assistance in Records or at the Front Desk as needed;
- Performs other related duties as required.

Essential Physical Abilities:

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively, conduct interviews and listen to victim statements;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to process, monitor, review and maintain written reports, observe crime scenes to collect evidence and fingerprints and take photographs;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computer equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in an office setting or outdoor weather conditions, to properly move and store large and/or heavy physical property which may require reaching (high and low), stooping and carrying heavy articles (up to 25 lbs) and to drive a vehicle and inspect crime scenes.

Application Procedure: Applicants meeting the qualification requirements are invited to submit a completed City of Coeur d'Alene Employment Application to the Human Resources Office, City Hall, 710 Mullan, Coeur d' Alene, ID 83814. Application Deadline is Friday, January 5, 2018 at 5:00p.m. Applications will be screened, and those applicants with the most appropriate qualifications will be invited for further testing. If you would like to request a reasonable

accommodation for the recruitment process due to a disability, please provide a written request and submit with your City of Coeur d'Alene application.

The City of Coeur d'Alene is committed to providing equal employment opportunity for all persons without regard to race, color, religion, gender, age, national origin, sexual orientation, gender identity, disability, veteran status, or any other applicable legally protected status.