

POLICE DATA TECHNICIAN I

The City of Harrisburg is currently accepting applications for the position of Police Data Technician I in the Department of Public Safety, Bureau of Police. This position is responsible for non-uniformed work performed within the Bureau of Police Customer Service Center involving the recording of required information gathered from police reports and associated documents, processing parking permits and citations, and answering general police information calls and non-emergency citizen complaints. Work is performed under the general supervision of the Deputy Chief or his/her designee. After regular business hours, this position reports to and may receive assignments from the on-duty Police Supervisors.

Qualified applicants must possess a high school diploma or equivalent. One (1) year of experience in the operation of data entry equipment and two (2) years of experience in general clerical field preferred. Must be able to type 25 words or more per minute and successfully complete NCIC (National Crime Information Center) and CLEAN (Common Law Enforcement & Assistance Network) test within six month probationary period. Valid Pennsylvania Driver's License, Class C is also required.

We offer a competitive salary package (\$32,917.32 which increases to \$38,726.26 after six months) plus excellent fringe benefits.

The City intends to fill this position as soon as possible. It will remain open until filled. If interested, please submit a cover letter, your resume and three employment references to:

City of Harrisburg, Bureau of Human Resources
The Rev. Dr. Martin Luther King, Jr. City Government Center
10 N. 2nd Street, Harrisburg, PA 17101
Phone: (717) 255-6475
Email: HR@cityofhbq.com **(electronic submission preferred)**

The City of Harrisburg is an Equal Opportunity Employer.
Eric Papenfuse, Mayor
www.harrisburgpa.gov/careers

JOB TITLE:

POLICE DATA TECHNICIAN I – DEPARTMENT OF PUBLIC SAFETY – BUREAU OF POLICE

GENERAL STATEMENT OF DUTIES:

This position is responsible for non-uniformed work performed within the Bureau of Police Customer Service Center involving the recording of required information gathered from police reports and associated documents, processing parking permits and citations, and answering general police information calls and non-emergency citizen complaints. Work is performed under the general supervision of the Deputy Chief or his/her designee. After regular business hours, reports to and may receive assignments from the on-duty Police Supervisors.

JOB LOCATION/EQUIPMENT:

Work is performed at the McCormick Public Services Center, Bureau of Police Customer Service Center. Work involves the use of computerized equipment, scanning equipment, typewriter, telephone, shredder, and Lektrievers. Shift and days off are selected by availability and seniority; however, employee may be required to work a rotating work schedule, evenings, weekends and holidays.

ESSENTIAL FUNCTIONS:

Work involves but is not limited to the following: Operates data processing peripheral equipment on occasion such as sorter and collators. Operates auxiliary equipment common to the Bureau of Police Customer Service Center, i.e., power files, fax machine, document scanner, duplicator, paper shredder, etc. Enters data to a computer storage device by means of alphabetic and numeric data entry devices. Files warrants, stolen vehicles, missing persons reports, towed vehicle cards, etc., by alphabetical or numerical sequence and maintains these files in proper order on a scheduled basis. Speaks to public concerning questions or complaints at the Bureau of Police Customer Service Center information window or via telephone. Transfers calls for emergency police response to proper agency. Enters information into appropriate computer files to provide notification of significant police matters to various sections and to communicate with police agencies at the local, state and national level, i.e., CLEAN/NCIC. Analyzes data from computer screens and makes decisions as to whether the data is proper and determines if it can be released to outside agencies in accordance with state and local statutes. Determines what information may or may not be captured via computer or scanner and disseminated to various internal and outside personnel/databases. Determines and creates criminal jackets for those arrests allowed by law to be classified as criminal histories. Must be able to type 25 words or more per minute as part of the essential functions of this position. Performs expungements of arrest reports, prints and photos as directed. Collects payment for city parking permits, reserving of parking meters, payment of parking tickets, etc. Maintains regular, punctual and predictable attendance. Reports to work and remains at work in a productive

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ESSENTIAL FUNCTIONS (CONT.):

condition which includes not being under the influence or impaired by the use of alcohol and/or drugs. Establishes and maintains an effective working relationship with supervisors, co-workers and the general public. Completes all assignments in an efficient, consistent and timely manner.

NON-ESSENTIAL FUNCTIONS:

Performs other reasonably related duties in equal or lower classifications as assigned by immediate supervisor or other supervisory personnel. Performs work as directed by supervisor in accordance with Article XXX, Job Classifications, Section 1 provision of the Basic Labor Agreement.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of general clerical and office procedures and practices, including coding, indexing and filing.
- Thorough knowledge of techniques relating to the recording of alphabetic and numeric data for processing, as well as data entry equipment.
- Good knowledge of police department organization, policies, operating procedures and methods.
- Ability to learn and properly operate equipment and software in an efficient, consistent and timely manner.
- Ability to communicate effectively in a courteous and tactful manner.
- Ability to remain calm under heavy work load.
- Ability to write legibly and speak with proper diction.
- Ability to understand and proficiently perform all duties related to the Bureau of Police Customer Service Center operations.
- Ability to interact with co-workers, general public and other law enforcement agencies.
- Ability to determine the organization of files and interpret detailed instructions on entry of police data.
- Ability to maintain JNET/CLEAN certifications.
- Ability to field telephone calls for general police information and non-emergency citizen complaints.
- Ability to field in-person requests for general police information and non-emergency citizen complaints at customer service window.
- Ability to collect and handle money from payment of parking permits, parking citations and other monies collected at customer service window.
- Ability to perform routine tasks with a high degree of independence.
- Ability to perform tasks with professional demeanor.
- Demonstrated ability to work with complete confidentiality.

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QUALIFICATIONS:

Must possess a high school diploma or equivalent. One (1) year of experience in the operation of data entry equipment and two (2) years of experience in general clerical field preferred. Must be able to type 25 words or more per minute and successfully complete NCIC (National Crime Information Center) and CLEAN (Common Law Enforcement & Assistance Network) test within six month probationary period. Or any equivalent combination of experience and training which provides the knowledge, skills and abilities needed to perform the Essential Functions of the position.