

*The City of Urbana invites applications for*

# POLICE SERVICES REPRESENTATIVE

Services Division, Urbana Police Department



\$23.1943 - \$23.4828/hr. (equiv. to \$48,244.00 - \$48,844.00)

This position is full-time, non-exempt, Civil Service, and in the AFSCME bargaining unit.

***The City of Urbana Welcomes Diversity!***

We foster an environment that values and encourages mutual respect, inclusion of all people, and utilizing differences and similarities as an organizational asset. We welcome applications from diverse candidates and candidates who support diversity. EOE.



**CONTENTS**

**SELECTION PROCESS**..... 3  
    How to Apply..... 3  
    Hiring Process for Police Services Representative ..... 3  
**JOB DESCRIPTION**..... 5  
**FREQUENTLY ASKED QUESTIONS (FAQs)** ..... 10

The provisions of this job bulletin do not constitute an express or implied contract. Any provisions contained within may be modified or revoked without notice.

## SELECTION PROCESS

### How to Apply

Application materials must be submitted at [urbanaininois.us/jobs](http://urbanaininois.us/jobs). Only applications received online will be considered. Applications will be accepted until a sufficient pool of qualified applicants is received, but the first round of application review will occur after July 29, 2022. Interested applicants are strongly encouraged to apply by that date. The Civil Service eligible list established from this selection process could also be used for future vacancies.

Application Materials:

- 1) Completed application which specifically addresses the job requirements and outlines qualifications;
- 2) The names, addresses, daytime telephone numbers and e-mail addresses for three professional references (who you are not related to); and
- 3) Optional: Letters of reference, a resume and a cover letter.

### Hiring Process for Police Services Representative

#### 1. Submit an Application

Even if you have previously applied, you will need to apply again to be considered.

#### 2. Determination of Eligibility

The online application will serve as the exam for this position. Applicants who meet or exceed the passing score as determined by the Urbana Civil Service Commission will be placed on the Civil Service Register for this position. **IMPORTANT:** If you apply for another position at the City of Urbana later on and are invited to test, you are not already on that register—you must apply/test for each new position!

#### 3. Video or Phone Interview

The first interview will be a video or phone pre-screen. We will screen your responses to questions about things like customer service, your interest in the position, and your communication skills. The most qualified applicants will be invited to continue to the next phase of the hiring process. If you are not invited to the next step, you will remain on the Civil Service Register for this position and in consideration for future vacancies.

#### 4. Panel Interview

After the pre-screen interview, the applicants who best meet the qualifications will be invited to continue to the next phase of the hiring process, which is an interview with a member of the Police Command Staff, a Human Resources staff member, and an experienced PSR. We strive for this phase to be a relaxed atmosphere where we can have a great conversation about your skills and past experiences that would be a good fit for the position

**5. Conditional Job Offer**

The top candidate(s) selected from the Panel interview will receive a conditional offer of employment pending the outcome of several employment-related exams:

**A. Job Preview**

We will set up a convenient time for you to come in and experience what it's like to work as a PSR. This will be an opportunity to decide if this position is a good match for your skills, interests, and career goals.

**B. Data Entry Exam**

We will set up a convenient time for you to take a short data entry exam; the exam will consist of a standard typing test and an alphanumeric exam, focusing on letters, numbers, and symbols. Both accuracy and speed are important for these! Several online typing practice tests are available if you would like to brush up ahead of time - just search for "online typing test."

**C. Psychological Screening**

This can be a demanding and stressful job that is not suitable for everyone. To help make sure this is a good match for your skills and talents, a licensed psychologist will administer a battery of psychological tests; these will be used in conjunction with the personal interviews to evaluate and determine your suitability for employment. This screening will last most of the day, so please feel free to dress comfortably.

**D. Fill Out Background Packet & Be Fingerprinted**

This is a very sensitive position where you will be working with extremely confidential information, so you will be asked to complete a civilian background investigation packet. The packet is fairly extensive, so it may take some time to complete it fully. You may be surprised at how in-depth it is, but this is to ensure the safety of the officers, other PSRs, and department staff. If there is anything you feel might be of concern, be sure to mention this to the command staff officer before the background check begins. You will also be fingerprinted as part of this process.

A thorough background investigation will take anywhere from one to three weeks, depending on the time it takes to contact your references, past employers, and other individuals who will be part of your background investigation. We recommend letting individuals know ahead of time that they will be contacted, so that they can be prepared and respond in a timely fashion to keep the process moving forward.

**6. Final Job Offer**

Although the selection is based upon the successful completion of all of the above components listed, the nature of the selection process allows any single component to cause the elimination of a candidate from further consideration. Upon successfully completing the above-listed components, the successful candidate will receive a final offer



*CITY OF URBANA*  
*Human Resources Division*

# POLICE SERVICES REPRESENTATIVE

## JOB DESCRIPTION

<b>Department:</b> Police	<b>Division:</b> Services
<b>Work Location:</b> Urbana City Building	<b>Percent Time:</b> 100%
<b>Job Type:</b> Civil Service	<b>FLSA Status:</b> Non-Exempt
<b>Reports To:</b> Services Supervisor	<b>Union:</b> AFSCME

### JOB SUMMARY

This is a non-sworn classification that performs a variety of administrative support to the Police Department including customer service. The position requires the ability to work with minimal direct supervision and perform routine tasks with multiple interruptions while maintaining a high level of professionalism and customer service. Performs telecommunications support to Police personnel; enters and retrieves information from multiple computer systems and manual files; takes information for and prepares Teleserve reports; types and transcribes office correspondence and reports; processes citizen in-person and telephone requests for information and assistance; provides applications/permits and collects fines and fees.

This position assists officers in the field by providing information via the police radio, telephone, and in-car computer system and develops effective working relationships with the public, UPD command staff, other criminal justice agencies and City employees, and works as a team member with all other department members. This position exercises discretion in regulating daily activities and use of clerical and administrative skills.

### ESSENTIAL FUNCTIONS

- Performs complex administrative and clerical support; activities typically include:
  - Data entry using multiple computer databases, including the Law Enforcement Agencies Data System (LEADS) and Area-wide Records Management System (ARMS); Coding and enters reports and other documents into the Police Department’s record system; enters and retrieves data from the LEADS computer system; runs daily computerized reports, e.g., officer activities (Star Log), dispatch tickets, arrest log, LEADS daily bulletin, and daily notes (notes to officers regarding investigations, extra watches, etc.);
  - Processing requests for information received as Freedom of Information Act (FOIA) requests and processes expungement orders as instructed and in accordance with standard operating procedure;

- Review, processes and maintains press release book according to established standard operating procedures, posts press release to the Internet;
- Logs traffic tickets to send to Traffic Court each day;
- Maintains and updates warrants and summons from Champaign County Sheriff's Office and City of Urbana Legal Division;
- Processes Damage to City Property reports and forwards copies to Public Works;
- Updates case management system on a daily basis and prepares monthly/yearly case management summary reports; distributes case status to officers; assists Criminal Investigations Sergeant in auditing reports; manages the case status system, including lab case updates, for three shifts and State's Attorney's Office;
- Follows standard operating procedures regarding the registration of sex offenders;
- Enters traffic and criminal arrest dispositions into computer and manual files, prepares and transmits appropriate traffic stop data to the Illinois Dept. of Transportation.
- Transcribes correspondence, statements, and other documents from recorded media;
- Logs service requests for Public Works as radioed in by Police Officers; contacts Public Works personnel by pager for after-hours emergency calls;
- Compiles data and statistics, organizes individual case files, and prepares reports and charts as requested;
- Receiving and processing towing agencies' notices of vehicles relocated from private property; processing requests for release of towed and impounded vehicles and collects fees according to established procedures;
- Locating and/or processes requests for computer, microfiche, scanner, Internet, and manual file information;
- Enters, modifies and cancels data from police reports into internal databases with a high degree of accuracy.
- Takes and logs phone requests for the department; makes phone calls for Police Officers as needed;
- Prepares dispatch events for emergency and non-emergency complaints when received at the Urbana Police Department; transfers calls to METCAD, as appropriate;
- Copies and distributes reports according to established time frames and circulation routes;
- Responds to daily requests for reports, record checks, and background checks;
- Monitors lighted alarm board and responds to alarms according to specific alarm response procedures;
- Maintains communication with patrol using the Mobile Data Computer (MDC):
  - Receives calls from the contract weather service and relays weather report information via facsimile, advising shift command;
  - Monitors police radio and responds to Police Officer requests for information and assistance according to established procedures, using specific police terminology, as appropriate;

- Provides information and updates on matters such as extra patrol requests, wanted subjects, road closures, and records checks.
- Front desk coverage:
  - Answers telephone, responds to citizen requests, answers questions, and records messages
  - Receiving and screening Teleserve referrals from METCAD; performs as Teleserve officer, e.g. takes reports on minor crimes and incidents; explains the Teleserve process to complainants and secures signatures on reports as required, transfers completed reports to the shift supervisor;
  - Provides taxi license applications; screens returned applications and runs standard driver's license checks; authorizes routing applications according to established procedures; refers applicants to Finance for fee collections; refers non-routine taxi applications for review; submits original applications and photographs to Services with dispatch ticket, requesting license.
  - Provides copies of reports and collects fees according to established guidelines;
  - Issues temporary parking permits and collects fees;
- Records
  - Assisting with the records archiving function of the Department. This includes, but is not limited to, locating and processing archived reports, preparing archived reports for long term storage, scanning, and maintaining archived records systems;
  - Maintaining juvenile record system, which includes probation office monthly reports and departmental monthly report;
  - Redacting and purging records per expungement/sealing protocol.
- Other duties may include:
  - Assisting sworn officers as necessary with the monitoring of juveniles who are in temporary protective custody;
  - Maintaining communication with METCAD dispatch
  - Tagging and releasing lost/found articles; notifies owners of recovered property as appropriate;
  - Training probationary Police Services Representatives and assisting the Police Services Coordinator in the evaluation of their progress; may also provide training to new police officers regarding desk coverage and ARMS training to outside agencies.
  - Processes fingerprints and mug shots, makes case jackets, and files reports;
  - Performs payroll data entry functions in accordance with standard operating procedures;
  - Providing telecommunications back-up in emergency situations including but not limited to natural disasters, civil disturbances, or failure of other telecommunications networks/systems.
  - Other related duties as assigned.

**JOB REQUIREMENTS****Education & Experience**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

- Knowledge and abilities typically acquired through graduation from high school plus two years of related work experience, **or**
- Completion of an associate degree and one year of related experience. Related experience is considered work in a setting with frequent interaction with customers or the public, preferably in an office-type setting;

**Knowledge of**

- English usage, grammar, spelling, vocabulary, and punctuation; basic math.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

**Skills**

- Data entry skills with sufficient speed and accuracy to perform the work
- Excellent written and verbal communication skills
- Demonstrated organizational and time management skills

**Ability to:**

- Maintain complex electronic and manual files
- Understand and effectively carry out both oral and written instructions.
- Resolving difficult situations, within set department guidelines, with tact and diplomacy.
- Work with confidential files and information
- Learn, interpret, and apply applicable federal, state, and local laws, regulatory codes, ordinances, police terminology, and law enforcement codes and procedures relevant to modern police recordkeeping procedures and records release
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work;
- Work cooperatively with diverse populations
- Communicate clearly and concisely, both orally and in writing
- Transcribe from a Dictaphone or similar recorded media device
- Maintain concern for security and attention to detail in processing citizen and police officer contacts
- Work productively and calmly under stress and in possible emergency situations
- Prioritize requests from the public and staff
- Work well independently, resolve problems, relate well with various types of individuals, often when they are in distress, exercise good judgment, and work cooperatively in a team. Must take initiative within delegated responsibility and take direction as needed



- Uphold the highest standards of competency, professionalism, and integrity in all work, demeanor, and in communication with others

**Licenses, Certifications and Memberships Required**

- Must successfully complete L.E.A.D.S. certification within one year of employment. Training will be provided.

**Security Level**

- Level CJIS: essential functions require unescorted access to unencrypted criminal justice information or unescorted access to physically secure locations or controlled areas during times of CJI processing. Upon a conditional offer of employment, the selected candidate must demonstrate the ability to perform the essential functions associated with this security level, in accordance with federal requirements.
- Level PSY: essential functions require the incumbent to demonstrate psychological suitability.

**Special Requirements**

- Must maintain dress code as determined by departmental policy and as assisted by a clothing allowance.

**SUPPLEMENTAL INFORMATION****Supervision received**

General supervision from the Services Supervisor, general direction from the Police Sergeants, and direction from the Police Services Coordinator.

**Level and complexity of supervision exercised**

This position is not responsible for supervising any staff positions.

**Physical Demands and Working Conditions**

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress. Hear in the normal audio range with or without correction.

**Job Dimensions**

Contacts typically occur with department staff, members of other law enforcement agencies, and the public and may involve persons who may be uncooperative or who have opposing objectives. Contacts at this level require considerable interpersonal skill, particularly in persuasion, negotiation, and conflict resolution.

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

## FREQUENTLY ASKED QUESTIONS (FAQs)

### 1. How long does the hiring process for this position take?

Once the deadline for submitting applications passes, all materials will be reviewed for completeness and scoring. The review process typically takes two to three weeks. After all applications have been reviewed, all those meeting the minimum score will be placed on the Civil Service register for this position. Selected applicants will move forward to the next step of the process, which will take place in August 2022. We hope to have the position(s) filled by September 2022.

### 2. How many positions are you filing at this time?

There is currently one vacancy for this position. However, the Civil Service register will remain active for two years unless it is decertified per Urbana Civil Service rules, so applicants who are not selected at this time may be selected if future vacancies occur.

### 3. I was invited to interview, but was not invited to the next step of the process. What happens now?

You will remain on the Civil Service Register for this position, so you will be considered for future openings until the register is decertified or it expires (usually after two years). Be sure to check your e-mail for notices, and you may want to check your spam/junk mail folder occasionally to make sure a notice didn't get delivered there. If you would like to provide an alternate e-mail, contact Human Resources at the e-mail or phone number below.

### 4. I don't want my current boss to know that I'm interviewing for another position. Does he/she have to be contacted?

If this is a concern, be sure to let the interview panel know! While we will need to talk to your employer at some point, we will do our best to arrange the process so that it is suitable for you.

### 5. Okay, there might be some things in my background that I'm not proud of. Does this mean I'll be automatically disqualified?

Not necessarily. We will review all of the information in its entirety; each decision is made on a case-by-case basis. However, it is very important that you discuss your concerns with the UPD officer who will be completing your background investigation!

For all of our applicants, we want to be a good match for your interests, skills and career goals. If you feel, at any point in the process, that this would not be a suitable job for you, please do not hesitate to let us know.



City of Urbana | Human Resources  
400 S. Vine St., Urbana, IL. 61801  
217.384.6293  
[www.urbanaininois.us/jobs](http://www.urbanaininois.us/jobs)  
[tjlighty@urbanaininois.us](mailto:tjlighty@urbanaininois.us)