

**TOWN OF GILBERT  
CLASS SPECIFICATION**

**Non-Sworn Public Safety Assistant**

<u>CLASS SERIES</u>	<u>BAND/GRADE/SUBGRADE</u>	<u>FLSA STATUS</u>
Non-Sworn Public Safety	A12 – A13	Non-Exempt

**CLASS SUMMARY:**

This class is the first level in the Non-Sworn Public Safety series. As assigned, incumbents perform duties related to vehicle logistics, data entry and records management, and the provision of customer service information. Incumbents, as assigned, may be responsible for activities such as serving as the point of contact for phone, mail, and in-person records maintenance and redaction for release to requesters; conducting data entry of officer reports; and providing vehicle logistics aide as requested to assist Sworn and Civilian Police staff.

**ESSENTIAL DUTIES:**

*This class specification represents only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.*

**PERCENT OF TIME**

Provides internal and external customer service in person, over the phone, or through deliveries. Responds to requests for information.	Daily 25%
Receives, reviews, processes and records a variety of information, including documents, inventory and/or reports. Reviews information for accuracy and completeness.	Daily 25%
Maintains records in accordance with established protocols.	Daily 10%
Enters data into applicable systems.	Daily 10%
Assists in maintaining inventory of equipment and supplies and initiates requests for replacements.	Daily 10%
Receives, reviews, sorts, transports and/or distributes mail, forms, materials, equipment and/or other applicable items. Maintains files, records, logs, and/or indexes.	Daily 10%
Performs other duties of a similar nature and level as assigned.	As Required

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**POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:**

Positions assigned to **Records** may be responsible for:

- Receiving police reports and assisting with updating and maintaining master files;
- Editing document copies to exclude personal information ensuring information released is in accordance with regulations;
- Collecting fees and providing receipts;
- Maintaining filing systems and logs and processing information for storage.

Positions assigned to **Public Safety Assistant/ Service Aide** may be responsible for:

- Relocating police vehicles;
- Picking up, transporting, and/or delivering various items such as equipment, supplies, documentation, or other materials to/from various locations;
- Picking up, sorting, transporting, and delivering inter-office and U.S. mail;
- Inspecting vehicles and equipment and replacing fuel and fluids;
- Reporting faulty equipment; Cleaning and maintaining vehicles, equipment and tools.

**TRAINING AND EXPERIENCE:**

High School Diploma or GED and 1 year of related work experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. As assigned, experience in area of assignment may be preferred.

**LICENSING/CERTIFICATIONS:**

- Valid Arizona Driver's License;

*Depending on area of assignment, requires:*

- Valid Arizona Notary Public Certification.
- Valid CDL

**KNOWLEDGE OF:**

- Customer service principles and practices;
- Records maintenance practices;
- Modern office equipment.

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### Non-Sworn Public Safety Assistant

#### **SKILL IN:**

- Providing customer service;
- Entering data into automated systems;
- Maintaining organization;
- Utilizing a computer and relevant software applications;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

#### **ADA AND OTHER REQUIREMENTS:**

Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Incumbents may be subjected to operating a motor vehicle, moving mechanical parts, electrical currents, vibrations, fumes, odors, dusts, gases, poor ventilation, chemicals, oils, blood and other bodily fluids, extreme temperatures, inadequate lighting, work space restrictions, intense noises, travel, and environmental conditions such as disruptive people, imminent danger, or a threatening environment.

Depending on assignment, successful completion of background investigation and polygraph testing may be required.

If a position within the Police Department, background check and polygraph is required.

#### **WORKING TITLES WITHIN CLASS SPECIFICATION:**

Fire Service Aide – A13  
Police Records Clerk – A13  
Public Safety Assistant – A12

#### **NOTE:**

*The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.*

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**CLASS HISTORY INFORMATION:**

*Draft prepared by Fox Lawson & Associates LLC (BS)*

*Date: (10/12)*

*Draft finalized by Gilbert Human Resources (TT)*

*Date: (05/13)*