

**TOWN OF GILBERT  
CLASS SPECIFICATION**

**Non-Sworn Public Safety Technician**

<u><b>CLASS SERIES</b></u>	<u><b>BAND/GRADE/SUBGRADE</b></u>	<u><b>FLSA STATUS</b></u>
Non-Sworn Public Safety	B21 – B22	Non-Exempt

**CLASS SUMMARY:**

This class is the second level in the Non-Sworn Public Safety series. As assigned, incumbents maintain the chain of evidence and property; provide for documentation of crime data and statistics; provide resolution for issues such as crime alarms and vehicle towing; take phone reports of minor crimes and minor and major public safety emergencies routing calls as necessary and documenting inquiries; and assist Sworn Police and Courts with patrol and detention transport activities. Responsibilities, as assigned, may include prioritizing and referring 911 and phone-in police reports; performing background research regarding past criminal history; researching linkages among people to provide investigation information; transporting persons between detention facilities and hearings/court, or medical facilities or other correctional facilities; issuing, maintaining and tracking alarm permits; organizing informal public vehicle release hearings and documentation; and conducting patrol as assigned making referrals to Sworn Police as necessary.

**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**

Actively participates and accomplishes organizational, departmental and workgroup goals and objectives.	Daily 100%
Exhibits a service orientation toward internal and external customers and maintains productive working relationships.	Daily 100%
Provides customer service and responds to requests for information from internal and external customers and agencies.	Daily 20%
Prepares and maintains a variety of records, forms, documents, reports, visual aids, presentations and/or other related written, illustrative or like information following established standards and protocols.	Daily 20%
Enters a variety of data and information into applicable systems. Ensures entry of accurate and complete.	Daily 20%
Gathers, compiles, manipulates and/or analyzes data in assigned area of responsibility, which may include: identifying trends; conducting research to locate information; preparing statistical information; accessing specialized databases to retrieve information; and/or, performing other related activities.	Daily 20%
Receives, monitors, and/or maintains supplies, inventory, equipment, materials and/or other applicable items relevant to assigned area of responsibility.	Daily 10%

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Provides a variety of activities in support of assigned unit, division or departmental operations, which may include: monitoring surveillance equipment; receiving and distributing incoming mail, packages or other related deliveries; maintaining tools, equipment and/or supplies; maintaining order and cleanliness of work area; and/or, performing other related activities.	Daily 5%
Performs other duties of a similar nature and level as assigned.	As Required

**POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:**

Positions assigned to **Background Investigations** may be responsible for:

- Scheduling and conducting background interviews and investigations;
- Performing a variety of activities in support of the hiring process, including scheduling testing and interviews, assisting applicants with forms, setting up rooms, participating on interview panels, extending offers of employment and other related activities.

Positions assigned to **Crime Analysis** may be responsible for:

- Researching investigative leads for criminal investigations;
- Utilizing applicable mapping system to track and analyze suspect and criminal activity;
- Creating crime maps;
- Disseminating crime and information bulletins to department employees and other agencies.

Positions assigned to **Crime Prevention** may be responsible for:

- Administering, implementing, monitoring, and promoting programs and activities related to awareness, education, and prevention of crime;
- Scheduling and conducting security inspections in the field.

Positions assigned to **Crime Scene** may be responsible for:

- Detection, recovery, preservation, and documentation of physical, photographic, DNA and/or fingerprint evidence found at crime scenes or collision scenes.
- Training police personnel in detection, collection, documentation and preservation of crime scene evidence.
- Writing reports associated with crime scene or collision scene investigations.
- Provide relevant expert testimony in court/legal proceedings.

Positions assigned to **Detention Transport** may be responsible for:

- Transporting prisoners to and from designated locations as assigned;
- Preparing bookings; taking photographs and fingerprints.

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

- Performing criminal investigations, interviewing persons, collecting, examining and impounding evidence;
- Maintaining case loads, researching criminal background history, completing assessments and follow up, and assuring compliance with laws;
- Conducting, evaluating and reporting results of polygraph examinations for pre-employment, criminal investigations and internal matters;
- Researching and analyzing data and evidence for police reports, interviews, and criminal history checks;
- Providing court testimony.

Positions assigned to **Property & Evidence** may be responsible for:

- Copying and disseminating a variety of print, electronic and/or other media as requested;
- Securing, storing and monitoring property and evidence, ensuring appropriate documentation of chain of custody for items;
- Destroying or returning evidence following established policies and procedures;  
Preparing weapons for processing and data input.

Positions assigned to **Public Affairs** may be responsible for:

- Producing editing and documenting police related news and events using digital and multimedia tools;
- Shooting video, taking photographs, and writing content for various police related communications and public service announcements;
- Creating or overseeing Police related marketing and outreach programs.
- Manages official Gilbert Police social media and conducts community relations functions under the direction of the Police Public Information Officer.
- Acts as a Police liaison with the Town's Office of Communications.
- Administers and coordinates the Gilbert Police Citizen's Academy.

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

- Performing court-ordered buccal swabs and fingerprinting and booking samples into evidence;
- Monitoring cameras and police radio transmissions;
- Interviewing victims, witnesses and/or other applicable individuals regarding criminal activity;
- Creating arrest warrants;
- Photographing individuals as assigned.
- Preparing basic police incident reports.

Positions assigned to **Towing & Hearing** may be responsible for:

- Scheduling and processing vehicle releases;
- Releasing vehicles to owners or respective representatives;
- Completing and issuing civil traffic citations;
- Preparing for and attending civil court hearings.

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#### **TRAINING AND EXPERIENCE:**

High School Diploma or GED and 3 years' experience related to area of assignment including leadership experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

#### **LICENSING/CERTIFICATIONS:**

- Valid Arizona Driver's License

*Some positions may require:*

- Training Background Investigation Audit Process Certification
- State of Arizona Notary Public Certification
- CPR Certification

#### **KNOWLEDGE OF:**

- Applicable Federal, state and local laws, codes, regulations and/or ordinances;
- Customer service principles
- Records preparation and maintenance principles and practices;
- Modern office equipment.

#### **SKILL IN:**

- Preparing and maintaining records and information;
- Monitoring and maintaining equipment, inventory and/or supplies;
- Managing data;
- Multitasking;
- Providing technical, specialized customer service;
- Troubleshooting problems and recommending solutions;
- 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.

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

Positions in this class typically require: stooping, kneeling, crouching, 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, extreme temperatures, 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:**

Hiring/Background Investigations Technician – B22

Investigations Support Technician – B21

Patrol Investigations Technician – B21

Patrol Support Technician – B21

Crime Analysis Technician – B22

Crime Prevention Technician – B22

Crime Scene Technician – B22

Detention Transport Officer – B22

Impound Hearing Technician – B21

Police Property & Evidence Technician – B21

Public Affairs Technician – B22

#### **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.*

#### **CLASS HISTORY INFORMATION:**

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

*Date: (10/12)*

*Draft finalized by Gilbert Human Resources (TT)*

*Date: (05/13)*