

2571 (PSR)  
2570 (Senior PSR)

**CITY OF RIVERSIDE**  
**HUMAN RESOURCES DEPARTMENT**  
**CLASSIFICATION SPECIFICATION**

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05/18/01  
Revised

**TITLE: POLICE SERVICE REPRESENTATIVE  
SENIOR POLICE SERVICE REPRESENTATIVE**

**DEFINITION**

Under general supervision, to perform para-professional and technical police support work in the enforcement of municipal codes and in responding to citizen inquiries and requests for services in crime prevention, police/community relations, and other citizen oriented services and programs; and to do related work as required.

**DISTINGUISHING CHARACTERISTICS**

Employees in this class series are expected to acquire a working knowledge of laws, codes, regulations, and procedures applicable to assigned work and, after initial training under supervision, are expected to function with a high degree of independent judgment in accordance with laws, codes, regulations and procedures and assist in the training of other non-sworn personnel. Progression to the higher level is not automatic.

Police Service Representative is distinguished from Senior Police Service Representative by the responsibility and assignment to parking enforcement, vehicle inspection, & vehicle release.

Senior Police Service Representative is distinguished from Police Service Representative by the assignment to one of the following functional areas: 1) preliminary report taking (field & office), limited accident scene investigation, preliminary criminal investigation assistance, 2) crime prevention, and community relations/outreach, 3) store front, and 4) program/services coordination.

**REPORTS TO:** Varies

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from higher level sworn or non-sworn Police Department staff. May exercise lead direction over Police Cadets, Crossing Guards, Volunteers, and lesser skilled clerical personnel.

**EXAMPLES OF DUTIES**

Duties may include, but are not limited to, the following:

**Both Levels:**

- Enforce municipal codes.
- Assist records personnel as needed with the processing of permits & licenses.
- Assist records personnel in fingerprinting, photographing, and interviewing drug, sex, and arson registrants and suspects.
- Access county, state, interstate, and national law enforcement records, automated data, and information systems for the purposes of retrieving, updating, purging, and researching the database.
- Provide information to the public and other agencies in accordance with applicable laws and departmental policy.
- Receive, handle, and route phone calls and messages; take routine police reports by phone; provide related office support as required.

**POLICE SERVICE REPRESENTATIVE**

**Parking Enforcement, Vehicle Inspection, & Vehicle Release:**

- Patrol an assigned area of the City by foot or by driving City vehicle or small pick-up trucks; service own vehicle.
- Mark vehicle tires to determine time violations.
- Issue citations or warnings for violations of California Vehicle Code provisions and parking control ordinances such as parking time limit zones, tow away zones, loading zones, and metered parking areas.
- Check vehicle, parking citation, and registered owner information via computer and/or radio.
- Impound illegally parked or abandoned vehicles; collect fees and release impounded vehicles.
- Inspect vehicles and sign-off on citations.
- Review and make recommendations on citation dismissal requests; testify in court as required.
- Explain parking regulations and give general information to the public.
- Keep appropriate records of violation notices issued; void citations when warranted.
- Make reports of damaged or inoperative parking meters.
- Recommend traffic improvements; direct traffic as required.
- Prepare reports concerning parking related problems; prepare daily reports on activities.

#### **SENIOR POLICE SERVICE REPRESENTATIVE**

##### **Preliminary Report Taking (Field & Office), Limited Accident Scene Investigation, Preliminary Criminal Investigation Assistance:**

- Initiate preliminary police and traffic reports, either in the field or in the office.
- Receive reports by phone or in person, according to departmental policy, for past crimes involving thefts (petty, grand, and auto), burglary (vehicle, commercial, and residential), embezzlements, forgery/fraud, runaway juveniles/missing persons, vocal and telephonic threats, suspicious circumstances, throwing at a moving vehicle, traffic accidents, lost and found property, temporary restraining orders and violations, and malicious mischief.
- Patrol assigned geographical areas, neighborhoods, and streets; write citations for minor traffic offenses.
- Respond to calls involving minor traffic matters; perform limited crime or accident scene investigations that do not necessitate the use or authority of sworn personnel; collect evidence and impound vehicles at traffic accident scenes; gather traffic statistics.
- Investigate violations of laws and ordinances; visit crime scenes; write reports.
- Assist in criminal case investigation by conducting follow-up phone calls, data base searches, and interviews.
- Examine documents and conduct preliminary investigations related to forgery and fraud.

##### **Crime Prevention, and Community Relations/Outreach:**

- Serve as a source of information on community matters.
- Conduct home, business, and industry security inspections of property, identifying security problems or conditions that advantage criminal activity.
- Recommend approved property identification or equipment for use by citizens and businesses; maintain electric engravers and installation kits for locks for loan to the public.

- Conduct crime prevention education; review, originate, and distribute crime prevention literature.
- Conduct departmental training programs on crime prevention methods and techniques.
- Conduct public presentations, including showing films and preparing displays and other audio-visual materials for a wide variety of police programs and services.
- Educate public in personal and neighborhood safety, awareness of danger, and how to counteract physical attacks.
- Coordinate and participate in police awareness programs for schools within the city.
- Organize neighborhood watch groups; recruit and train volunteers to support crime prevention efforts.
- Gather and report information from victims of crimes for analysis of circumstances and trends.

**Store Front:**

- Serve as a representative of the police department to the public, promoting citizen cooperation.
- Provide factual information, explain procedures, and participate in crime prevention education activities.
- Prepare reports; update and maintain files on all assigned investigations.
- Interview the public, victims, and other affected parties to obtain the facts surrounding a minor accident or crime.
- Receive citizen inquiries and requests for law enforcement service at a public counter, over the telephone, and in the field; take preliminary and routine reports.
- Respond to minor, non-injury traffic collisions, take reports, and direct traffic.

**Program/Services Coordination:**

- Coordinate the School Crossing Guard Program, Volunteer Program, or Court Liaison Services.
- Develop program policies, procedures, and guidelines; prepare brochures, forms etc.
- Recruit, interview, select, train, and evaluate program participants.
- Prepare, monitor, and administer program budget.
- Prepare, process, and maintain general, personnel, and payroll records for the program.

**QUALIFICATIONS**

**Knowledge of:** (Both Levels)

- Public relations protocol.
- Procedures and precautions related to safe operation of vehicles, and familiarity with California driving laws.

**Ability to:** (Both Levels)

- Work independently (varies by assignment).
- Establish and maintain effective working relationships with others.
- Communicate clearly and concisely orally and in writing.
- Work shifts or irregular duty assignments as scheduled.

- Learn the geography of the City and location of various City departments and parking facilities.
- Drive a vehicle safely and defensively (varies by assignment).
- Stand and walk for long periods of time outdoors in various weather conditions (varies by assignment).
- Obtain and record accurate information through observation.
- Acquire a working knowledge of various laws and codes.

**Education and Experience:**

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

Education: Graduation from high school or satisfactory equivalent.

Experience: A minimum of six months experience in public contact work.

**SENIOR POLICE SERVICE REPRESENTATIVE**

In addition to the qualifications for Police Service Representative:

**Knowledge of:** (Senior)

- Organization and functional responsibilities of a Police Department.
- Community structure.
- Modern office practices, procedures, and equipment including computers and related software (varies by position).
- Basic grammar, punctuation, and arithmetic.

**Ability to:**(Senior)

- Obtain and record accurate information through interview and observation.
- Acquire a working knowledge of various laws and codes and police report writing.
- Cope with emotionally tense situations and deal tactfully and effectively with the public in person and over the phone.
- Operate a personal computer and related software (varies by assignment).
- Develop, implement, and conduct special programs.

**Education and Experience:**

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

Education: Equivalent to an Associate Arts degree (60 semester units or 90 quarter units) from an accredited college or university with major work in social science, police science, psychology, or sociology.

Experience: At least one year of experience in general clerical, public contact, criminal justice, or social oriented work in a law enforcement environment. Additional qualifying experience may substitute for the required education on a year for year basis.

**MEDICAL CATEGORY:** Group 1

**NECESSARY SPECIAL REQUIREMENT**

Possession of an appropriate, valid Class "C" California Motor Vehicle Operator's License.

**CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:** Police Service Representative

**TO:** Senior Police Service Representative