

**CITY OF SALEM**  
**SENIOR TELEPHONE REPORT SPECIALIST**

**00387**

**NATURE OF WORK**

This is lead work directing Telephone Report Specialist services.

Work involves the responsibility for operation of a centralized police non-hazardous crime reporting service involving training, directing and scheduling the work of civilian Telephone Report Specialists; determining prompt, accurate, appropriate responses and recording of police reports, and answers general questions from the public.

Work requires a practical knowledge of Police Department policies and procedures, the CAD system, LEADS/NCIC/SUN computer data base, reporting regulations and legal requirements, and other community resources related to nuisance abatement, civil actions, and dispute resolution services. Work is performed with considerable independence within established policies and guidelines. Recommends improvements to operational procedures and computer records as needed. This classification involves work direction responsibilities over personnel including work scheduling, training, reviewing work products, approving leave, and appraising performance. It is not a full supervisory classification. Supervision is received through general goals and objectives and periodic monitoring of the operations by the Police Records Supervisor.

This classification is distinguished from the Telephone Report Specialist by the greater authority to direct operations, schedule and train employees, review work procedures and products, evaluate employee performance, and approve leave. It is distinguished from the Police Records Supervisor by the absence of full authority over the entire Section at all times and the absence of budget authority.

**ILLUSTRATIVE EXAMPLES OF WORK**

(Any single position of a class will not usually involve all of the essential duties listed and many positions will involve essential duties which are not listed.)

Receives information via multi-line telephone or counter service from citizens of a non-emergency nature during a shift. Determines the nature of the inquiry, if a crime has been committed or if the concern is of a civil nature. If the citizen concern is under another agency's jurisdiction, makes appropriate referral. If citizen concern is related to civil matters, refers the citizen to the appropriate community resource. Answers general questions from the public concerning routine police services/procedures. Participates in the training of new incumbents.

If a citizen is reporting a non-emergency crime under the Salem Police Department's jurisdiction, gathers factual information, from the complainant, generates appropriate police reports. Citizen information received by this classification would be of a nature where no follow-up investigation is needed, nor are suspects for the crime known. Reports

are given generally for documentation of the incident or for insurance purposes. Operates a computer terminal entering accurate information into the system, locates relevant information from the LEDS/NCIC/SUN data base such as vehicle license, drivers license, stolen vehicle and warrant information. Prepares incident reports from information gathered.

Work involves significant, sensitive customer contact involving the use of extensive verbal communication and listening skills to gather essential factual information including the use of tact, diplomacy, discretion, and a professional demeanor with people who may be upset or uncooperative.

Serves as the lead worker over telephone reporting operations. Monitors assignments for the prompt, accurate entry of police information into computer data bases and timely, complete police incident reports. Trains new employees to the use of a variety of Police Department policies and procedures, The CAD system, the LEDS/NCIC/SUN computer data base, reporting regulations and legal requirements, and other community resources related to nuisance abatement, civil actions, and dispute resolution services.

Schedules staffing of telephone reporting service, approves absences of unit staff, reviews work of staff for accuracy, timeliness and completeness, evaluates performance of unit staff. Investigates complaints concerning the conduct of personnel in handling inquiries or releasing information. Reports unusual incidents, suggest procedural modifications to supervisor and advises supervisor of performance problems within unit. Assists in the selection of unit personnel. Oversees the preparation, maintenance and presentation of training materials of a formal training program that updates training of personnel. Evaluates trainee progress and ability; monitors, reviews and evaluates personnel performance to ensure effective operations.

Receives information via multi-line telephone or counter service from citizens of a non-emergency nature. If the citizen concern is under another agency's jurisdiction, makes appropriate referral. If the concern is related to civil matters, refers the citizen to the appropriate community resource. Answers general questions from the public concerning routine police services/procedures.

If a citizen is reporting a crime under the Salem Police Department's jurisdiction, gathers factual information, from the complainant, victims, and witnesses. Generally crime reports received by this classification would be of a nature where no follow-up investigation is needed, nor are suspects for the crime known. Reports are given generally for documentation of the incident or for insurance purposes. Operates a computer terminal entering accurate information into the CAD system, locates relevant information from the LEDS/NCIC/SUN data base such as vehicle license, drivers license, stolen vehicle and warrant information. Prepares incident reports from information gathered.

Work involves significant, sensitive customer contact involving the use of extensive verbal communication and listening skills to gather essential factual information including the use of tact, diplomacy, discretion, and a professional demeanor with people who may be upset or uncooperative.

Prepares narrative reports, documentation related to unit work duties such as time sheets, incident reports, procedures, etc. Assists in the maintenance of community resource lists for citizen referral. Periodically attends training for changes concerning laws, regulations, and Departmental procedures.

Performs other related work as assigned.

**WORK QUALIFICATIONS**

Considerable experience in high-activity multi-line telephone call receiving work, communicating via telephone equipment, or dealing with non-emergency related requests from the public including some supervisory experience, experience with police computer data bases is desirable; course work in business practices, customer service and computer entry or keyboard skills; two years of college/trade school training in modern office procedures and equipment plus experience with computer data bases with some supervisory experience; or any combination of training or education which provides the following knowledges, skills and abilities:

Considerable practical knowledge of Salem Police Department policies and procedures, the CAD system, the LEDS/NCIC/SUN computer data base, reporting regulations and legal requirements, and other community resources related to nuisance abatement, civil actions, and dispute resolution services or the ability to acquire such knowledge and apply it within a six month probationary period.

Knowledge of basic supervisory principles and practices.

Thorough skill in the use modern office equipment including keyboards and computer terminal, including the ability to enter numbers and information accurately and efficiently into the computer and retrieve information from a computer system.

Thorough ability to speak English clearly and distinctly over the telephone, and utilize excellent listening skills. Ability to speak Spanish, Russian, or South-east Asian languages is desirable.

Considerable ability to train, schedule work shifts for others, provide work direction and evaluate employee performance and effectively apply training techniques and personnel regulations to employee development.

Considerable ability to establish and maintain effective working relationships with public service agencies and regulatory agencies.

Considerable ability to respond efficiently to a high volume of telephone calls, obtain accurate, factual information, and distinguish between criminal events and civil issues and complete the citizen inquiry effectively while maintaining emotional composure, organization of work, and productivity during periods of stress and high activity.

## Senior Telephone Reporting Officer (Cont.)

387

Considerable ability to write legibly and maintain written records, to make decisions and to effectively apply department policy, department reporting regulations and legal requirements.

Ability to read, comprehend and follow detailed and complex procedures, laws and instructions.

Ability to locate and utilize personnel, telephone numbers, legal references, department procedures, and extensive resource information.

Some positions may require possession of a valid Oregon driver's license or Class C license and the ability to meet City driving standards.

Ability to develop and maintain effective working relationships with user-agency personnel, the public, and other City staff and work as a team member.

Ability to successfully complete a Police Department background check.

Required to obtain a LEADS certification within the six month probationary period.

Some positions may require possession of a valid Oregon driver's license or Class C license and the ability to meet City driving standards.

Work is performed with obligation to be available for occasional call-in service as staffing needs mandate in a 24-hour system, with rotating shifts, including holidays and weekend assignments. Work environment involves sitting at a telephone/desk position for hours at a time and responding to a high volume of activity. Work involves accurate keyboard and listening skills, monitoring illuminated computer screens for information. The work requires considerable telephone use involving communicating with distraught and/or disoriented, argumentative, and uncooperative individuals and requires explicit gathering of essential information mainly through verbal communications. Work environment contains periods of high activity, high volume, and emotional events.

---

Personnel Director