

NORTHERN YORK COUNTY REGIONAL POLICE DEPARTMENT

SUPPORT SERVICES ASSOCIATE

The Northern York County Regional Police Department is seeking a qualified applicant to join our Department. The new position is a full-time civilian (non-sworn) job that will be stationed at the NYCRPD Main Headquarters located at 1445 E Canal Rd, Dover PA 17315. The position will be eligible for medical, prescription, dental and vision benefits as well as participation in the Department's deferred compensation (457)b plan and our Pennsylvania Municipal Retirement System (PMRS) pension plan. Paid leave includes vacation, sick, personal time, and holidays.

The Northern York County Regional Police Department is an Equal Employment Opportunity Employer. Interested applicants should send a cover letter and resume electronically to Diane Wales at dwales@nycrpd.org OR via mail to:

Northern York County Regional Police Department
Attn: Diane Wales
1445 E Canal Road
Dover, PA 17315

The position is directly responsible to the Support Services Supervisor and is responsible for the collation, entry, retrieving, and disseminating information that is generated from various police reports prepared by the Patrol Section, Investigation Section, Community Police Unit as well as other sources. Since police reports in general, and the data gathered from those reports, are the basic foundation of law enforcement, the need for accuracy is essential so that information can be managed effectively.

This position will require the successful candidate to undergo a criminal history check and an intensive background investigation.

ESSENTIAL FUNCTIONS

1. Must be able to dial and answer a telephone and route all incoming calls to the NYCR Departmental Headquarters.
2. Must be able to speak and articulate and communicate clearly within the NYCRPD radio system, to dispatch and receive information.
3. Must be able to talk with persons who visit the NYCR Headquarters and be able to conduct necessary business.
4. Must be able to take and route required messages from the public for members of the Department.
5. Must be able to read reports and locate and enter the required information in the Records Management System.
6. Must be able to use and operate a keyboard.
7. Must be able to use and operate a typewriter.

8. Must be able to copy and collate reports.
9. Must be able to maintain and enter information into the alarm billing file.
10. Must be able to file reports by use of an alpha-numerical files system.
11. Must be able to locate reports within the filing system by use of an alpha-numerical recall.
12. Must be able to read and write the English Language.
13. Must be able to use and recall proper format in issuance of business letters and other Departmental correspondence.
14. Must be able to prepare outgoing information for mailing.
15. Must be able to issue solicitor permits.
16. Must be able to perform Court Liaison duties with the District Courts and Courts of Common Pleas.
17. Must be able to provide typing services for the Support Services Unit Supervisor, Lieutenant of Administration, Lieutenant of Operations, and other members of the Field Services Division.
18. Must be able to record information on Vacation Home Check Forms.
19. Must be able to issue receipts upon request.
20. Must be able to process requests for information form insurance providers.
21. Must be able to process information requests from outside Law Enforcement agencies.
22. Must be able to stock all required inventories of reports within the Patrol and Criminal Investigation units.
23. Must be able to process and return warrants from the District Courts to the proper officer for further action.
24. Must be able to use a video display screen.
25. Must be able to use a computer.
26. Must be able to type all necessary material for line and staff officers and when necessary maintain copies of same.
27. Must be able to lift and bend to use file drawers and file system.
28. Must be able to process and scan certified drivers history and email to MDJ Offices.
29. Must be able to process and file fingerprint cards.
30. Must be able to maintain a "tickler file" for parking tickets.
31. Must be able to process and upload accident reports to Carfax.
32. Must be able to understand and follow complex oral instructions.

33. Must be able to process and pack fatal accident reports.
34. Must be able to understand and use a network computer system.
35. Must be able to take currency and to offer change.
36. Must have a basic mathematical understanding and ability to conduct multiple calculations.
37. Must be able to conduct queries, using the NYCR Records Management System.
38. Must be able to access restricted information and maintain the confidentiality requirements contained therein.
39. Must be able to establish and maintain working relationships with superiors, fellow associates, employees of other agencies and the members of the public.
40. Must be able to use various printers.
41. Must be able to review messages left on various departmental answering systems.
42. Must be able to process and analyze information from printed reports.
43. Must be able to copy criminal complaints and affidavits.
44. Must be able to enter all information from non-traffic citations into the Records Management System.
45. Must be able to enter all relevant information from arrest reports into the Records Management System.
46. Must be able to make copies of all citations and prepare packages for distribution to the appropriate District Courts.
47. Must be able to assign arrest numbers.
48. Must be able to process all paperwork associated with Chemical testing Refusals.
49. Must be able to conduct and post a report for investigative case management report.
50. Must be able to file ARD Requests and report forms with appropriate case file.
51. Must be able to make copies of citations, juvenile complaints, criminal complaints, affidavits, witness lists, and other required forms for dissemination to required agencies offices.
52. Must be able to complete all other special assignments requested by the Support Service Supervisor, Lieutenants and/or the Chief of Police.
53. Must be able to enter all cases with follow up status required.
54. Must be able to print Investigative Case Management file one time per week.
55. Must be able to disseminate notice of past due cases to both investigative and field service units.
56. Must be able to email and download information to MAGLOCLLEN.
57. Must be able to fill out criminal packets for misdemeanors and felonies

58. Must be able to enter all misdemeanor and felony arrests into the Records Management System.
59. Must be able to file ARD forms in appropriate file.
60. Must be able to have all BAC refusals mailed to PennDot.
61. Must be able to maintain regular work attendance and/or avoid chronic absenteeism.
62. Must be able to calm and effective when dealing with stressful situations.
63. Must be able to prioritize job tasks in an effective manner.
64. Must be able to control access to NYCRP Police Records.
65. Must be able to compile data from a variety of sources.
66. Must be able to perform all necessary procedures for expungement of records.
67. Must be able to enter parking tickets in automated database.
68. Must be able to maintain and schedule hearings for all officers avoiding conflicts with the magistrates.
69. Must be able to fill out and distribute hearing notices to all officers.
70. Must be able to issue subpoenas to officers with all necessary reports and information.
71. Must be able to indicate any court changes in book, on calendar, and notify officer of same.
72. Must be able to assist Community Oriented Police Officer(s) with requests.
73. Must be able to query and print end of month reports for Chief's report.
74. Must be able to query and print UCR report sent to the PSP sent via their website.
75. Must be able to query, print, and make corrections on all end-of-month check-it reports.
76. Must be able to complete the Chiefs Monthly Report and make all necessary copies.
77. Must be able to make copy and file phone tracers from phone company and send copy to Investigating Officer.
78. Must be able to keep the patrol room sufficiently filled with various forms on a weekly basis.
79. Must be able to upload reports to the DA's Office.
80. Must be able to match the pending copy with the disposition copy when received from the magistrate, and file in appropriate location.
81. Must be able to type disposition on case jacket.
82. Must be able to enter warning cards into the database system.
83. Must be able to return equipment warning cards to the officer for follow-up.

84. Must be able to operate postage meter.
85. Must be able to operate photocopier.
86. Must be able to receive and process Right-To-Know Requests.
87. Must be able to scan and upload paperwork into the Records Management System and send the witness list, registration and driving records to the MDJ.

NON-ESSENTIAL FUNCTIONS

1. Must be able to read FAX/Email and CLEAN messages.
2. Must be able to use and operate a FAX machine.
3. Must be able to lift items under 50 lbs.
4. Must be able to talk with co-workers to review cases for proper information dissemination.
5. Must be able to check the P.T. Box located out front every other day for returned warnings.

RESPONSIBILITIES AND AUTHORITY

During the absence of the Support Service Supervisor, the Support Service Associate will maintain the operation of the records unit. The most senior Associate shall be in command.

REQUIRED KNOWLEDGE, ABILITIES, AND SKILLS

1. Must have knowledge of office practices and theory.
2. Must have knowledge of administrative practice and theory.
3. Must have knowledge of the criminal justice system.
4. Must have knowledge of the local law enforcement system.
5. Must have knowledge of computer capabilities and operations systems.
6. Must have the ability to work with fellow associates, other officials, and members of the department and citizens of the community.
7. Must have the ability to make operational and support decisions under routine and emergency situations.
8. Must have the ability to enter and query automated database information systems.
9. Must have skill in typing, communicating, and coordinating information.
10. Must be able to use multiple line phone system.

DESIRABLE EDUCATION, TRAINING, AND EXPERIENCE

1. Graduation from high school at a minimum, with some college credit(s) preferred.
2. Must possess and maintain a valid operator's license issued by the Commonwealth of Pennsylvania.
3. Must have experience with computer hardware and software applications, Word, Excel and One Drive are desirable.
4. Must have experience with and be able to type a minimum of 30 words per minute (wpm).