

NEW CASTLE COUNTY GOVERNMENT

Number 1146

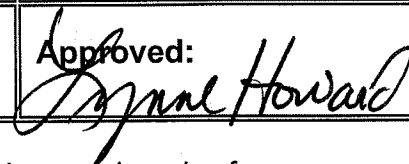
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Date 06/16/10

CLASS SPECIFICATION

Title: PUBLIC SAFETY AIDE

Approved:



GENERAL STATEMENT OF DUTIES: Performs a variety of office and manual work of average complexity and responsibility in the Department of Public Safety; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for performing various support functions within the Department of Public Safety. All work is performed under close supervision, and the tasks can readily be learned through on-the-job training. Detailed instructions are provided for new or difficult assignments; work is reviewed in process or upon completion for accuracy by police personnel and often direct assistance from supervision is received for completion. The work is performed in accordance with Department of Public Safety's operating procedures and includes complex and routine tasks.

EXAMPLES OF WORK: (Illustrative only)

- Greets and assists the public in seeking answers to questions, directions or police services;
- Answers phones and directs calls to appropriate personnel;
- Maintains logs for repossessions and private tows;
- Maintains sick leave log and forwards notice to appropriate Patrol Lieutenant;
- Performs light filing as requested;
- Escorts victims, witnesses and visitors to the Division of Family Services Office or to interview rooms for criminal investigators;
- Distributes inter-departmental and U.S. mail to various offices within the Department of Public Safety;
- Receives and prepares problem solving impact statements and tactical enforcement requests through complaints received by citizens in person or by telephone;
- Assists the data officer in receiving and filing warrants as part of the warrant control process;
- Answers routine and emergency calls for service and refers callers and visitors to the appropriate department or person;
- Maintains file of index cards and other materials;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work;
- Provides information to citizens, other police agencies, attorneys or other related criminal justice agencies.

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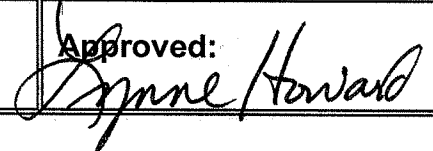
CLASS SPECIFICATION

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Date 06/16/10

Title: PUBLIC SAFETY AIDE

Approved:



REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Good knowledge of office terminology, procedures and equipment; minimal ability to type or input data; ability to understand written and verbal instructions; ability to make decisions in accordance with laws, ordinances, regulations and established procedures; ability to learn to operate a personal computer and other related equipment; ability to develop sound working relationships with employees and the general public both in person and over the telephone; ability and willingness to learn and to perform tasks of progressively increasing difficulty; ability to adjust to various task assignments as deemed necessary by supervision; ability to write legibly and to accurately record information; ability to communicate courteously and effectively, both verbally and in writing; ability to understand complex oral and written instructions; good judgment and ability to draw logical conclusions.

MINIMUM QUALIFICATIONS: At least one (1) year experience in performing general office or clerical work, preferably involving data entry, and possession of a high school diploma or GED; or an equivalent combination of experience, education or training directly related to the required knowledge, skills and abilities.

ADDITIONAL REQUIREMENTS: Must pass a Class III County physical examination and background investigation.

HISTORY OF REVISIONS:

Established:	10/15/87
Revised:	03/20/89
Revised:	10/02/89
Revised:	04/24/89
Revised:	01/01/91
Revised:	10/19/92
Revised:	03/01/96
Revised:	07/01/97
Revised:	05/01/01
Revised:	05/16/06
Revised:	06/16/10