

Police Support Specialist



General Summary of Classification:

This is a non-sworn position. Under general supervision of a sworn officer, the incumbent will provide support to the Patrol Bureau of the Henrico County Police Department by responding to non-criminal calls, utility calls for service, assist traffic crash scenes, assist with disabled vehicles, collect, and process evidence, and representing the Henrico Police Division at community outreach events.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Assist with traffic related incidents including, investigating traffic crashes, traffic control, and disabled vehicles.
- Respond to and investigate non-violent criminal calls.
- Maintain a visible presence in the community and promptly respond to service calls, taking necessary actions.
- Assumes responsibility for proper maintenance of assigned division vehicle and equipment.
- Process, recover, and properly package evidence at crime scenes.
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Exercises good sound judgement in emergencies; demonstrated ability to interpret and apply laws, regulations, and policies accurately and consistently; ability to remain alert with a keen awareness of surroundings and circumstances; demonstrated ability to accurately compile data and provide accurate detailed reports and information as needed; ability to drive an automobile;
- **Technical:** Sound computer skills with the ability to use computer and typical business software, proprietary software and applications, and various wireless technologies and peripherals for communications and to complete assigned tasks.
- **Interpersonal, Communication and Customer Service:** Good communication skills with the ability to present ideas and recommendations clearly and concisely both orally and in writing to diverse audiences; ability to deal firmly and courteously with the public;
- **Decision-making and Authority:** Ability to understand and follow complex instructions, policies, processes, and data, including federal, state, and local regulations; critical thinking skills with the ability to problem solve;
- **Leadership:** Non-supervisory; represents the County appropriately in all interactions with all levels of County employees and the public; routinely demonstrates personal accountability; provides excellent and appropriate customer service in all interactions;
- **Environment:** Works mostly outdoors;
- **Physical:** Good observation and memory skills with strong attention to details;

Minimum Education and Experience:

Education: High school diploma or equivalent; criminal justice coursework preferred;

Experience: Some customer service or other related experience;

OR: Any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities.

Other Requirements (License, Certifications, Training, etc.) including successful completion of all required NIMS courses:

- Valid driver's license to perform assigned duties at various locations.
- Must be a citizen of the United States.
- Requires a pre-employment physical examination and/or medical test administered by Henrico County Employee Health Services, the components of which are based on and appropriate to the specific sensory and/or physical demands of the job.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.