INVITES APPLICATIONS FOR THE POSITION OF:
Police Services Generalist - Civilian 2021

An Equal Opportunity Employer

SALARY
$39,396.03 Annually

ISSUE DATE: 03/17/21
FINAL FILING DATE: 04/07/21

THE POSITION

Employee is responsible for creating, maintaining, processing, organizing, purging, reproducing, and distributing police records.

EXAMPLES OF DUTIES

- Maintains confidentiality of information and data.
- Assists the public with inquiries by identifying and resolving problems, verbally diffuses difficult situations and/or refers to appropriate staff for resolution.
- Answers non-emergency police department telephone, greets callers with professionalism and provides department related information.
- Receives information from the public regarding crimes, enters non-emergency calls for service into computer aided dispatch (CAD) for officer or employee response, initiates and writes police reports per department policy, and directs to and or assists the public with filing on-line police reports.
- Prepares and releases reports, fulfilling public information requests, in accordance with federal and state law; and, city and police department policy.
- Reads, interprets, and processes police records, reports, and court documents.
- Reads, interprets and classifies individual offense details in case reports for Crime Analysis and National Incident Based Reporting Systems (NIBRS).
- Resolves problems and responds to non-routine inquiries relating to law enforcement records and operations.
- Communicates frequently with law enforcement officers, the courts, prosecuting attorneys, management/command staff, and outside agencies both verbally and in writing on matters relating to official law enforcement records and operations.
- Uses a computer to access county, state, and federal law enforcement files when researching data regarding citation and arrests and responding to officer inquiries; and, performs records searches on computer databases when needed.
- Performs typing, data processing, and retrieval duties and disseminates updated information to law enforcement and/or outside agencies upon request, in compliance with laws and policies regarding confidentiality.
- Files various types of documents, records and reports by alphabetical, numerical and subject matter classification.
- Processes, collects and accounts for appropriate fees for a variety of information requests including; but not limited to crime and accident reports.
- Testifies in court, as required.
Operates standard office equipment, a computer, microfilm and scanning equipment.

**QUALIFICATIONS**

High School Diploma or GED. Two years of complex office work OR technical certification from an accredited college plus one year experience in field of certification OR two years active military duty OR Associates Degree from an accredited college or university.

Must be able to pass a thorough background investigation and polygraph exam. Review [Background Check Guidelines](https://agency.governmentjobs.com/davenport/job_bulletin.cfm?jobID=3015313&sharedWindow=0) (click here) and supplemental questions on application prior to completing and submitting application.

Must be able to work with the general public under stressful situations.

Must be able to work individually and in a team oriented environment.

Must obtain certification on the NCIC computer system within the probationary period.

Must become an Iowa resident within two years of hire date and maintain residency throughout duration of employment (per Iowa Code 400.17).

Appointees will be required to adhere to Professional Standards set forth by the Davenport Police Department addressing the display of tattoos. Tattooing of the head, neck or hands is forbidden. Any other tattoos must be covered with department-approved apparel in order to maintain a professional and uniform appearance.

Bilingual applicants are encouraged to apply.

Records Bureau operating hours are 7:00 A.M. to 7:00 P.M. Monday through Friday. Within operating hours, employees are scheduled to work 8.5 hours with a 30 minute unpaid lunch break. Employees must be available to work 10:30 A.M. to 7:00 P.M. Monday through Friday on a rotating basis approximately every 3 - 4 weeks.

**Selection Process:**

Examination: The examination/screening process will consist of the following sections with each section weighted as indicated (each section must have a 70% in order to continue in the process):

1. Written Examination: 30%
2. Interview: 70%

A written exam will be administered to qualified applicants on Thursday, April 15, 2021, at 2:00 P.M. or 6:00 P.M. OR Saturday, April 17, 2021, at 10:00 A.M. or 1:00 P.M. at the Davenport Police Department, 416 N. Harrison Street. Qualified applicants will be sent an email after the application deadline and will be required to select one test time. The written exam will include five separate sections. Each section will be scored independently. Applicant must score a minimum of 70% on each section. The written exam will test applicant's ability in grammar, reading comprehension, deductive reasoning, math including addition, subtraction, multiplication, and sequential numbering and alphabetizing.

All applicants passing the written exam will be required to submit copies of their high school diploma and copies of diplomas from colleges or universities attended; and, complete a Personal History Statement (background questionnaire) and turn in the completed questionnaire at their scheduled interview time.

Interviews will be conducted May 3 – 7, 2021.

The Civil Service List of no more than 15 names is expected to be certified at the May 12, 2021
Meeting.

Background Investigations and polygraph exams will be conducted following certification.

Applicants not selected are encouraged to reapply.

**KNOWLEDGE AND SKILLS**

Ability to communicate effectively with people of diverse backgrounds and representatives of other agencies both in person and over the telephone; learn, comprehend and accurately apply laws, codes and procedures; accurately classify reports of crime from the public; establish and maintain a high degree of accuracy in all job duties; understand and follow verbal and written instructions; prepare neat and clear reports; maintain detailed logs and records; work effectively on multiple duties; operate a variety of computers and software; and establish and maintain cooperative working relationships.

Ability to perform exceptional customer service in accordance with the mission and philosophy of the Davenport Police Department.

Ability to perform work with variable pace and pressure in an office environment in close proximity to coworkers.

Modern office practices and procedures, data conception, numerical aptitude of basic arithmetic, English grammar in speaking and writing, and good organizational skills.

Knowledge of policies, procedures, and activities of the City and Police Department.

Ability to work both independently and within a team environment. Ability to adapt to changing modern office methods and computer technologies.

Be familiar with computer software to include, but not limited to; Microsoft excel, word, outlook and have ability to learn records management, scanning, and other departmental software.

**APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:**
https://davenportiowa.com/hr

OR

226 West Fourth Street,
Davenport, IA 52801

**Police Services Generalist - Civilian 2021 Supplemental Questionnaire**

* 1. Do you possess a High School Diploma or GED?
   - Yes
   - No

* 2. Do you possess two years of complex office work OR technical certification from an accredited college plus one year experience in field of certification OR two years active military duty OR Associates Degree from an accredited college or university?
   - Yes
   - No

* 3. Do you understand an email will be sent to you after the application deadline to schedule your testing time? You must be prompt as no one will be admitted after their scheduled test time. You must present government issued picture identification in order to be admitted to the test. Do you understand these instructions?
   - Yes
   - No
4. Are any of your relatives presently employed with the City of Davenport or the Davenport Police Department? (This information is used to prevent a conflict of interest in the testing process).
   - Yes
   - No

5. If you answered yes to the previous question, please list the names of the employees.

6. Please enter your Social Security Number.

7. Questions related to background disqualifications (8 - 14) must be answered truthfully. A polygraph will be administered to applicants to determine deceptive responses. Do you understand this?
   - Yes
   - No

8. Have you ever been convicted of and/or received a deferred judgment for domestic violence?
   - Yes
   - No

9. Have you been convicted of and/or received a deferred judgment for a felony?
   - Yes
   - No

10. Have you been convicted of and/or received deferred judgments for four (4) or more misdemeanors (non-traffic) within three years (36 months) prior to March 17, 2021?
    - Yes
    - No

11. Have you ever illegally sold, delivered, distributed, or manufactured drugs?
    - Yes
    - No

12. Have you used soft drugs, i.e. marijuana, (see Background Guidelines attachment for list), at least one time within three years (36 months) prior to March 17, 2021?
    - Yes
    - No

13. Have you used hard drugs, i.e. cocaine, (see Background Guidelines for list) at least one time within five years (60 months) prior to March 17, 2021?
    - Yes
    - No

14. Do you have any tattoos on the head, neck, or hands?
    - Yes
    - No

15. Questions 8 - 14 reflect the most common automatic disqualifiers. A list of the automatic disqualifiers is found in the Background Guidelines in the job posting. If you have answered yes to any questions 8 - 14 or have any other automatic disqualifiers found in the Background Guidelines you are not eligible to test with Davenport Police Department this year. Do you understand?
    - Yes
    - No
* Required Question