

Police Service Representative

[Communications Division]

(Class Code 2207)

Competency List

Cognitive

1. Ability to rapidly and efficiently organize numerous pieces of information into a logical sequence on which decisions are made and actions are taken.
2. Ability to rapidly and accurately choose from among alternative response options.
3. Ability to learn and apply a general concept in a wide variety of specific instances.
4. Ability to implement a series of specific actions designated to accomplish a goal.
5. Ability to anticipate the next step or steps in a procedure to make necessary preparations and gather information to rapidly execute the procedure.
6. Ability to rapidly analyze, make decisions, and initiate actions under extreme time pressure.
7. Ability to remember, repeat and type several complex items, such as incidents, unit IDs, street locations, and license numbers, acquired within a short time span.
8. Ability to remember and use multi-step sequences of procedures and codes acquired days, weeks or months before.
9. Ability to use reasonable judgment when making decisions affecting officer and/or public safety.
10. Ability to understand the purpose of a sequence of steps or procedures and independently act to gather and record information, which accomplishes that purpose.
11. Ability to learn and use an extensive vocabulary consisting of police and law enforcement jargon.

12. Knowledge of and ability to recognize penal code "elements of a crime" to properly categorize incoming calls according to their proper criminal definitions.
13. Ability to utilize a logical, systematic, and orderly approach to the acquisition, recording and disposition of a wide variety of information.
14. Knowledge of spelling sufficient to clearly communicate information in written form.

Computer, note taking and typing

15. Ability to learn and use the multi-key Communications Division operation system, headset volume control, multi-screen computer system, and telephone system.
16. Ability to learn and rapidly use computer aided reference sources.
17. Ability to take accurate written and typed notes.
18. Ability to listen to and accurately record numeric information such as telephone numbers, street addresses, apartment numbers, driver and vehicle license numbers, and vehicle IDs.
19. Ability to rapidly and accurately type short descriptive information such as names, addresses, license numbers, race, sex, and age descriptions using a computer keyboard.
20. Ability to alternate short, rapid verbal requests for information with rapid, typed entry of information onto a computer display screen from a computer keyboard, determine correct radio frequencies, and broadcast pertinent information.
21. Ability to learn, rapidly recall and correctly use a large number of computer command codes.
22. Ability to learn, develop and maintain a high level of eye-hand coordination necessary to take notes, review visually presented information, type, select and activate controls to operate complex keyboard and computer equipment.

Concentration & Focus

23. Ability to concentrate on the task of gathering, working with, categorizing and cataloging information verbally transmitted within a distracting, noisy environment.
24. Ability to maintain a focus of attention and concentration on numerous, short tasks for several hours with only brief scheduled or intermittent, rest periods.
25. Ability to rapidly shift focus of attention and adapt to significant changes in the content, quality, or complexity of required tasks.
26. Ability to listen to, understand, prioritize, respond to, and record simultaneous incoming messages in a way which maintains accuracy and control of situations.
27. Ability to listen and comprehend pertinent/relevant broadcasted information while simultaneously listening to several radio frequencies.

Interpersonal/Communication

28. Ability to listen to and understand a wide variety of citizen oral communications containing extremes of voice and logical clarity.
29. Ability to ask questions or rapidly request information directly, clearly, and concisely without appearing abrupt while maintaining control of the conversation.
30. Ability to ask, obtain, and record detailed non-numeric information relating to person, property or vehicle descriptions.
31. Knowledge of and ability to use tact and courtesy when interacting with the public, police officers, and City agency personnel even under extremes of time pressure, or caller abuse.
32. Ability to initiate voice communications to police officers in an assertive (neither tentative nor aggressive) manner.
33. Ability to effectively interact with a diverse group of coworkers, members of the public, and police officers in a professional manner which avoids conflict and promotes a common goal.
34. Ability to use correct vocabulary and grammar clearly in voice communications.

Rules & Regulations

35. Ability to quickly, accurately, and systematically follow a set of rules, steps, or procedures.
36. Ability to rapidly and accurately place information in priority order based on general principles or rules.
37. Ability to adhere and comply to various standards, policies and procedures (dress code, personal grooming, professional attitude, co-worker relations, food and beverage restrictions, etc.)

Working conditions

38. Willingness and ability to adapt to a complete range of fulltime work hour shifts without loss of efficiency or accuracy.
39. Willingness to report to work according to scheduling needs, and on-call emergencies regardless of requests for time off and holidays.
40. Ability to maintain professional standards of work and demeanor during prolonged, highly stressful periods in which the safety of officers and the public may be in jeopardy.
41. Ability to follow correct steps in a procedure under extremely stressful, emergency conditions while maintaining a calm efficient working attitude and tone.

Geography

42. Ability to learn and maintain a working knowledge of street map directional information such as compass locations, (North, South, East, West), major landmarks, the geographic boundaries of the jurisdiction, and freeway designations.
43. Skill in comparing and matching street locations, two, three, or four digit numeric sequences, two or three letter combinations, to determine if the information matches, is similar to, or is different from other similar sequences.

Police Service Representative

[Field PSR]
(Class Code 2207)

Competency List

Oral and Written Communication

1. Ability to interact by phone and in person with citizens who are upset, angry, frightened, injured, suspicious, confused, lost and/or abusive in a way that demonstrates sympathy and understanding to elicit needed information, while maintaining a professional demeanor.
2. Ability to effectively establish rapport with co-workers and community members in a deferential, competent manner that facilitates communication and aids team building.
3. Ability to provide testimony in a courtroom setting by answering questions, and relating facts in a clear, concise and accurate manner.
4. Ability to read and accurately follow written instructions needed to correctly complete forms and follow procedures.
5. Ability to accurately record information gathered orally from citizens to complete various written and electronic forms.
6. Ability to write accurate narrative summaries of citizen crime reports including time, date, nature of crime, and any distinctive patterns in order to complete a preliminary investigation report (PIR)
7. Knowledge of English grammar, punctuation, spelling, and syntax sufficient to write reports, letters, or memos.
8. Ability to read and understand complex written rules, regulations, and laws such as State, City, and Municipal codes.

Knowledge of Codes & Procedures

9. Knowledge of crime elements such as intent and overt action in order to determine whether a crime has been committed.
10. Knowledge of major content areas of state and municipal codes such as the State Penal Code, City of Los Angeles Municipal Code, State Health and Safety Code, and the Welfare and Institution Code at a level sufficient to be able to reference appropriate sections and find specific information regarding crimes.
11. Knowledge of police terminology and acronyms used in reference to crimes, personnel, suspects, rules, regulations, procedures, and special units sufficient to know their meanings and use them correctly.
12. Knowledge of proper radio transmission procedures such as waiting for cleared frequencies, equipment operation, and terminology used to broadcast emergency and non-emergency information to field personnel.

Administrative

13. Knowledge of the use and operation of a computer terminal, including keyboard commands, in order to retrieve information from a data base or transmit information to other agencies or field units.
14. Knowledge of various computer codes and instructions needed to obtain information from computer files.
15. Ability to accurately collect and record information necessary to complete various forms such as missing juveniles, abandoned vehicle, vacant premises, vehicle and traffic accident reports.
16. Skill in using various computer programs such as Deployment Planning System (DPS), Use of Force, CMS, Risk Management Information System (RMS).
17. Knowledge of available resources such as City Attorney Victims of Violent Crime Coordinator, shelters, hotlines, area hospitals, and community resource lists compiled and maintained at the station in order to make referrals to citizens.
18. Ability to conduct research using information and government data bases and the internet in order to provide required information when needed.

Math & Logic

19. Ability to schedule and plan events including times, places, notification of participants verbally or in writing, and creating agendas in order to arrange for community and station activities.
20. Ability to make decisions regarding the proper personnel or agency to respond to citizen reported incidents based on the nature of the incident and its recency.
21. Knowledge of statistics, addition, subtraction, multiplication, and division sufficient to make basic calculations.
22. Ability to read and interpret statistical information contained in tables, charts, and graphs.
23. Ability to read and interpret various types of crime statistics contained in computer records and reports in order to retrieve information needed to answer specific questions.

Cognitive

24. Ability to pay close attention to detail in order to recognize potential errors and problems.
25. Ability to understand and learn complex and lengthy administrative procedures in order to ensure accuracy.
26. Knowledge of the specific street names comprising the geographic boundaries of an individual area or bureau in order to determine which area is responsible for an investigation.
27. Ability to multi-task without becoming confused while maintaining control.
28. Ability to attend to details such as matching names and numbers, dates, times, and locations in order to accurately record information.
29. Ability to recall specific information over a period of hours, days or weeks in order to provide information and answer questions.
30. Ability to learn and apply information presented in a formal, classroom setting in order to improve work related skills and abilities.
31. Ability to mentally and emotionally cope with traumatic events such as death, violence, and direct or indirect threats to personal safety.

32. Ability to quickly respond and adapt to emergency situations.
33. Ability to take initiative and perform non-assigned duties as needed.
34. Ability to be flexible on the job when asked to rotate job position without advance notice.

Working Conditions

35. Willingness and ability to adapt to a complete range of fulltime work hour shifts without loss of efficiency or accuracy.
36. Willingness to report to work according to scheduling needs, and on-call emergencies regardless of requests for time off and holidays.
37. Ability to maintain professional standards of work and demeanor during prolonged, highly stressful periods in which the safety of officers and the public may be in jeopardy.
38. Ability to follow correct steps in a procedure under extremely stressful, emergency conditions while maintaining a calm efficient working attitude and tone.