

City of Grass Valley
JOB DESCRIPTION



**Public Safety Analyst I / Public Safety Analyst II
(Flexibly Staffed)**

Department: Various

FLSA Status: Non-Exempt

Reports To: Department Director

Unit: 3, Full-time Position

SUMMARY OF JOB PURPOSE

Under direction: plan, organize and implement Police Department records and compliance operations; prepare and compile a variety of analytical work that ranges from moderate to considerable difficulty; and perform a variety of professional and technical level tasks relative to assigned area of responsibility.

The *Public Safety Analyst I* is an entry level classification responsible for many functions of professional support functions to the police department.

The *Public Safety Analyst II* is journey level position and is assigned a greater variety of more difficult tasks and projects. This class is distinguished from the Public Safety Analyst I in that the position is expected to be self-directed, have greater familiarity with City and police department operations, and work on more complex projects and special assignments. Positions in this class may be flexibly staffed and are normally filled by advancement from the Public Safety Analyst I position. Appointment to the higher class requires that the employee be performing the full range of duties for the class and meet qualification standards for the class.

SUPERVISION RECEIVED AND EXERCISED

The *Public Safety Analyst I* class position receives general supervision from the Chief of Police or their designee.

The *Public Safety Analyst II* class works with limited supervision and, within a framework of established procedures, is expected to perform a variety of complex duties with only occasional instruction or assistance from the Police Chief or designee.

ESSENTIAL FUNCTIONS (include but are not limited to listed tasks)

Public Safety Analyst I, Typical Duties:

1. Recommend and assist in the implementation of department goals and objectives; establish schedules and methods for the police department permitting programs; ensure state and federal reporting and compliance; implement policies and procedures.
2. Develop and implement new processes and department workflows by compiling, evaluating, and determining specific needs related to end user requirements
3. Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications to increase work efficiencies and/or enhance service delivery.

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4. Accurately report monthly and annual reports to various state and federal agencies (i.e., DOJ and FBI reporting including, but not limited to, UCR/NIBRS crime data, RIPA stop data, CLETS compliance data and reports, etc.)
5. Coordinate personnel applications, testing, hiring, and onboarding functions
6. Research, compile, and prepare reports and documentation on program activities; maintain records of findings and corrective actions; prepare periodic status reports and/or annual public-facing reports.
7. Provide information and direction to the public at the counter, via telephone, e-mail, and written correspondence related to the police departments processes including, but not limited to, evidence, report acquisition, compliance with public records requests, media inquiries, and the like.
8. Review applications, documents, and public requests to assure basic submittal requirements are provided based on established criteria; log-in and coordinate routing of various permits and requests to appropriate departments and outside agencies.
9. Assist with the development of marketing and informational materials.
10. Create, disseminate, and analyze service delivery surveys. Maintain records and suggest new or emerging metrics to survey.
11. Respond to requests for information from the general public, City staff, and other interested parties; research requested information and make recommendations appropriate to resolving inquiries and/or complaints.
12. Perform a variety of responsible customer service duties in support of an assigned area or function including, but not limited to, billing, licensing/permitting, office support, records maintenance, accounting, and cashiering.
13. Receive and processes applications and license renewals; verify accuracy of information on applications, collects fees, and posts payments; route applications to appropriate personnel and/or departments for review and action.
14. Receive and responds to requests for City or department records and documents; convert hardcopy records into digital formats; index digital records into an electronic records system; maintain electronic and hardcopy files; file and retrieve records and route as necessary.
15. Manages accounts payable and receivable; ensures bills and payroll are processed in a timely and accurate manner; and interfaces with vendors and City departments related to day-to-day budget administration matters
16. May serve as custodian of petty cash and checks; assume responsibility for maintaining records of petty cash distributions; reconcile petty cash; ensures ample supply of cash on hand.
17. Monitor work activities to ensure safe practices, quality and accuracy; ensure compliance to applicable rules, policies and procedures.
18. Perform general administrative work as required, including but not limited to preparing reports and correspondence, entering computer data, etc.

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19. Establish and maintain positive working relationships with other City staff, representatives of community organizations, state/local agencies, consultants, contractors, visitors, and the public.
20. Provides exceptional customer service experience for members of the public and visitors to the police department and/or City
21. Perform related other duties as assigned.

Public Safety Analyst II, Additional Duties:

1. Analyze program activities and develop corrective actions in conjunction with police department management staff.
2. Maintain staff directories, personnel files, and other internal confidential files as necessary
3. Prepare correspondence, records, or other responses to civil and criminal court requests, including but not limited to, civil liability cases in federal courts and other discovery requests, including personnel file discovery
4. Interface with the City Attorney's office on questions of court
5. Review applications for accuracy and compliance with pertinent laws.
6. Seek, apply for, and administer grants.
7. Work directly with department vendors to manage customer issues and to improve customer service.
8. Ensure compliance with state and federal mandates related to data reporting; report the same accurately and in a timely fashion
9. Provide training for Public Safety Analysts and other staff.
10. Assist with the management of contracts.
11. Assist police department staff with complex case management, including occasional field-based work.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

1. Basic principles, procedures, and methods used in the performance of customer service and basic office duties.
2. Operations, services and activities of the police department or function to which assigned.
3. Basic mathematical principles.
4. Methods and techniques of proper phone etiquette.
5. Principles and procedures of record keeping and filing.
6. English usage, spelling, grammar, and punctuation.
7. Business letter writing and basic report preparation.
8. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
9. Pertinent federal, state, and local laws, codes, and regulations.

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10. Basic understanding of state criminal and civil law and ability to locate, read, and understand new or emerging laws and regulations

Skills in:

1. Reviewing, understanding, and implementing provisions of applicable codes, ordinances and regulations enforceable by the City.
2. Applying laws, regulations, codes and departmental policies.
3. Recognizing, prioritizing and accomplishing needed tasks.
4. Researching, preparing and writing clear and concise technical reports.
5. Use of complex computing programs, including Excel formula use, database management, iOS and Android mobile platforms, records management systems, and other emerging or necessary systems.

Ability to:

1. Perform, with some assistance and instruction, a range of varied complex, sensitive, highly responsible, and confidential office administrative, advanced clerical, and routine programmatic support functions of a general or specialized nature in support of assigned programs or division.
2. Plan and organize work to meet changing priorities and deadlines.
3. Understand the organization and operation of the City, police department and of outside agencies as necessary to assume assigned responsibilities.
4. Understand, interpret, and apply general and specific administrative and departmental policies and procedures using good judgement.
5. Understand and apply applicable federal, state, and local laws, codes, and regulations.
6. Perform a variety of customer service tasks in support of assigned function.
7. Perform a variety of contracting, office accounting, fiscal, and statistical record keeping duties including preparing, maintaining, and reconciling a variety of records and files.
8. Perform mathematical calculations quickly and accurately including to add and subtract, multiply and divide, and calculate percentages, fractions, and decimals.
9. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
10. Read, understand, and review documents for accuracy and relevant information.
11. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications at a speed necessary for successful job performance.
12. Adapt to changing technologies and learn functionality of new equipment and systems.
13. Maintain composure, positive attitude, and exercise good judgment when answering demanding questions.
14. Establish and maintain effective working relationships with those contacted in the course of work.

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15. Participate in researching, compiling, analyzing, and interpreting data – make recommendations based upon same
16. Prepare clear, accurate, and concise letters, reports, and other correspondence.
17. Understand and carry out oral and written directions.
18. Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, press, or other agencies on sensitive issues in area of responsibility.
19. Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
20. Utilize public relations techniques in responding to inquiries and complaints.
21. Communicate clearly and concisely, both orally and in writing.
22. Understand basic maps, sketches, drawings, specifications and technical manuals.
23. Understand crime scene and accident diagrams as well as other police reports and diagrams/maps.
24. Organize, prioritize and follow up on work assignments.
25. Work independently and as part of a team.

Public Safety Analyst II, Additional Knowledge, Skills and Abilities:

1. Knowledge of more complex principles, procedures, and methods used in the performance of customer service and office duties.
2. Knowledge of more complex mathematical principles and software programs and systems.
3. Knowledge of practices of budget preparation and administration.
4. Knowledge of methods and techniques of contract negotiation and administration.
5. Knowledge of municipal purchasing processes, including complex acquisitions and capital asset purchases and project administration.
6. Skills in interpreting and complying with provisions of applicable codes, ordinances and regulations enforceable by the City.
7. Ability to independently perform a full range of varied complex, sensitive, highly responsible, and confidential office administrative, advanced clerical, and routine programmatic support functions of a general or specialized nature in support of assigned programs and divisions with only occasional instruction or assistance.
8. Ability to read and interpret maps, sketches, drawings, specifications and technical manuals.
9. Ability to oversee contracts.

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QUALIFICATIONS

To perform this job successfully, the incumbent must be able to perform each of the essential duties satisfactorily as well as pass a stringent background investigation including a polygraph and/or psychological examination. Reasonable accommodations may be made to enable incumbents with disabilities to perform the essential functions. The requirements listed are representative of the knowledge, skill and/or ability required.

PHYSICAL REQUIREMENTS

1. Must be free from any physical, emotional or mental condition which might adversely affect the ability to perform essential job duties.
2. Must be able to sit at a confined workstation for extended periods or work at a drafting table for extended periods while performing essential duties.
3. On a continuous basis, sit at a desk and in meetings for long periods of time. Intermittently twist to reach equipment surrounding desk, perform simple grasping and fine manipulation, use telephone and communicate through written means.
4. While performing the duties of this job the incumbent is regularly required to stand, walk, sit, drive, use hands and fingers, handle or feel, reach with hands and arms, grasp, hold, and manipulate tools and talk and hear. The incumbent is occasionally required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 20 pounds alone, and up to 40 pounds with assistance. See in the normal visual range with or without correction. Hear in the normal audio range with or without correction.

EDUCATION AND EXPERIENCE

A typical way to obtain the knowledge and skills is:

1. An Associates of Arts degree, or equivalent, from an accredited college or university with major course work in general education, business, accounting, a legal field of study, or a closely related field; and
2. A. Public Safety Analyst I - One year of customer service, specialized clerical, accounting clerical, permitting, or administrative/business experience involving professional work experience and record keeping.
B. Public Safety Analyst II - Three years of customer service, specialized clerical, accounting clerical, permitting, or administrative/business experience involving professional work experience and record keeping.

CERTIFICATES, LICENSES AND REGISTRATIONS

1. Must have an acceptable driving record and possess an appropriate California Driver's License.

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GENERAL

The City reserves the right to revise or change classification duties and responsibilities as the need arises. This description does not constitute a written or implied contract of employment.

I have read and understand the contents of this job description, and I have received a copy of this job description for my records.

Print Name: _____

Signature: _____ Date: _____

Adopted:

Revised:

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