

City of Fort Worth, Texas Job Description

Classification Title	Senior Civilian Response Specialist		
Job Code:	PS5300	Job Family:	Public Safety
Pay Grade	508	Date Reviewed:	11/17/2022
FLSA Status	Non-Exempt	Date Revised:	

GENERAL SUMMARY

Performs more technical and complex tasks in various non-emergency duties supporting patrol operations, as well as field support for transporting vehicles and abandoned property, which do not require the exercise of a licensed peace officer powers of arrest or firearms within the Police Department's Patrol Bureau.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Prioritizes, assigns, leads, reviews and participates in the work of subordinate employees responsible for performing a variety of specialized and technical non-sworn law enforcement duties in support of the Police Department including in the areas of patrol, property and evidence, and other areas as assigned.
2. Assists with allocating department resources as needed within the Civilian Response Unit.
3. Monitors and evaluates quality, responsiveness, efficiency and effectiveness of Civilian Response Specialist response to: hazard calls including spills and items in roadway; interview complainants; criminal and non-criminal police reports including traffic, grand/petty theft, ID theft, stolen/recovered vehicles, fraud, lost/stolen property, found property, vandalism/graffiti, and burglary reports.
4. Prepares reports concerning operations and activities related to Civilian Response Unit.
5. Respond to non-emergency call locations and conduct preliminary investigations, collect and log evidence, or assist the police officer as directed.
6. Dictate and/or write reports in reference to investigations; complete evidence vouchers for evidence or property collected; timely book evidence or property per department procedures.
7. Provides traffic control including at potentially hazardous situations, traffic accidents, crime scenes, fires, funerals, special events, and during power outages and weather-related incidents.
8. Maintain various logs and records; gather information and prepare routine reports as assigned; enter, input, and retrieve a variety of information using a computer software.

9. Maintains property and evidence in accordance with prescribed procedures.
10. Testify in court or at hearings regarding case records and investigative activities.
11. Assists in responding and resolving public inquiries and complaints. Confers with citizens and departments regarding problems and provide assistance as necessary.
12. Performs other related duties as required.
13. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Knowledge of Federal, State, and City laws and statues.
 - Modern office procedures, methods and computer equipment.
 - Principles and procedures of record keeping.
 - Pertinent federal, state and local laws and ordinances.
 - Police Information Mining Portal.
 - General Orders for Fort Worth Police Department.
 - Principles of training and monitoring lower level staff.
 - Interpret and explain applicable policies and procedures.
- **Skill in:**
 - Planning and prioritizing.
 - Observation and decision-making.
 - Organization, time management, and multi-tasking.
 - Customer Service.
 - Attention to detail.
 - Critical Thinking and Problem Solving.
 - Communicating in both written and verbal form.
 - Prioritizing work.
 - Making sound decisions.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Memorize and retain information.
 - Interact and communicate with others in an assertive manner.
 - Learn the geography and surrounding area of the City.
 - Learn to interpret City maps and geographical locations.
 - Respond to emergency and non-emergency situations from the general public.
 - Establish and maintain effective working relationships.
 - Interpret and explain applicable policies and procedures.

MINIMUM JOB REQUIREMENTS

High school diploma/GED and two years of responsible experience required

OTHER REQUIREMENTS

Must meet TCOLE and CJIS requirements.

Valid Texas Driver's License.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting; depending on assignment. Incumbents may be exposed to moving mechanical parts, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, intense noises, gases, vibrations, chemicals, oils and workspace restrictions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Medium work – Depending on assignment, positions in this class typically exert up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects.