UW-Parkside University Police Department

2nd shift Police Service Associate (Monday-Friday 3:00PM to 11:00PM)

Position Description

SUMMARY: The Police Service Associate provides administrative support for the Police Department. The primary function is police dispatch, but this position also maintains and updates police reports, provides office administration and other essential administrative duties for business operations.

1. Performance of Police Dispatch Functions (51%)
   1. Receive, transmit, and monitor messages pertaining to emergencies and law enforcement related services using a multi-user, real-time communication device (e.g., two-way radio, etc.).
   2. Monitor communications transmitted through a police frequency scanner.
   3. Monitor information transmitted via the Wisconsin Department of Justice (WDOJ) Transaction for Management Enforcement (T.I.M.E.) system or an equivalent law enforcement sharing network.
   4. Send and receive information through WDOJ T.I.M.E. system or an equivalent law enforcement sharing network.
   5. Interpret and act on information accessed through WDOJ T.I.M.E. system or an equivalent law enforcement information sharing network.
   6. Obtain certification and keep current through re-certification, in use of WDOJ T.I.M.E. system.
   7. Coordination of police services as needed while officers are enforcing laws and regulations during emergencies.
   8. Coordination of all emergency services including, but not limited to police, fire and rescue services during critical events on campus.
   9. Dispatch emergency personnel using a two-way radio.
   10. Dispatch non-emergency personnel using a two-way radio.
   11. Relay emergency information to other agencies using a two-way radio and/or telephone.
   12. Regularly monitor and record the activities and location of on-duty personnel through two-way radio communication.
   13. Maintain logs and records on all telephone calls and radio dispatches received or transmitted.
   14. Monitor campus burglar and intrusion alarm system.
   15. Monitor campus fire alarm system.
   16. Interpret fire alarm and intrusion alarms and dispatch appropriate personnel to investigate.
   17. Maintain a record of all complaints and messages received.
   18. Read and interpret emergency response procedures.
   19. Initiate action in accordance with emergency response procedures.
   20. Provide assistance and information to visitors, faculty, staff and students.
   21. In absence of on-duty supervisor, contact on-call University Police supervisor when circumstance necessitate supervisor notification.
   22. Monitor and answer a multi-line emergency telephone system.
   23. Monitor and answer a multi-line non-emergency telephone system.
   24. Use appropriate interview techniques to obtain information from callers (reporting parties).
   25. Maintain logs and records on security checks, discrepancies, and other activities performed by officers.
2. Maintaining and Updating Police Records (20%)
   1. Enter incident report data into the computer system.
   2. Maintain incident report log.
   3. Maintain computerized Master Name Index Files for accuracy and update as appropriate.
   4. Maintain files of original incident reports.
   5. Maintain and file defective meter reports and motorist assist reports.
   6. Maintain files of various log sheets and insure completeness of these files.
   7. Research information to determine ownership of vehicles.
   8. Maintain records of warning citations issued by officers.
   9. Maintain lost/found property files.
   10. Administration of the parking module and all administrative aspects of the parking program.
3. Execution of Office Functions (15%)
   1. Issue parking permits, receipts, and receive payments for parking violations.
   2. Enter parking permit data into the campus SOLAR system and maintain as needed.
   3. Process parking permit refunds.
   4. Greet customers, provide information, and refer them to appropriate resource.
   5. Reconcile cash register at start and end of shift.
   6. Use spreadsheet software (e.g., Microsoft Excel, etc.) to create and maintain spreadsheets.
   7. Use the sort/filter functions of spreadsheet software to extract data.
   8. Use word processing software (e.g., Microsoft Word, etc.) to create forms and draft correspondence.
   9. Create detailed reports using word processing, spreadsheets, and database software.
   10. Complete complex forms and paperwork requiring accurate, detailed information.
   11. Enter student holds generated by the department into the campus SOLAR system and release holds as needed.
   12. Generate correspondence related to duties or departmental functions.
   13. Use email for internal and external communication
   14. Receive and process bond payments.
   15. Process criminal background checks.
4. Administration of the campus key program (10%)
   1. Receive and process on-line orders for keys.
   2. Coordinate the distribution and retrieval of keys.
   3. Organize and maintain actual keys on site at the PD.
   4. Maintain and update key software database as necessary.
   5. Perform key audits as needed.
   6. Work with campus locksmith to maintain accurate records of what keys open what room(s) on campus.
5. Performance of Various Duties to Aid in the Functioning of the Organization (2%)
   1. Perform special or other duties as deemed necessary by the supervisor or the Chief of Police.
6. Training (2%)
   1. Assist in hiring process and interviews for part-time dispatchers.
   2. Train part-time dispatchers in all basic and some specific dispatch duties.