

**CITY OF NIAGARA FALLS
DEPARTMENT OF HUMAN RESOURCES**

October 27, 2022

**NOTICE OF
JOB VACANCY**

<u>TITLE:</u>	<i>Complaint Report Technician</i>
<u>DEPARTMENT/DIVISION:</u>	<i>Police Department</i>
<u>NUMBER OF VACANCIES</u>	One (1) Provisional
<u>PAY RANGE:</u>	\$32,537-\$46,069/yr. (\$15.64-\$22.14/hr.)
<u>NOTE:</u>	Must be a Niagara Falls, NY resident within 6 months of appointment

DISTINGUISHING FEATURES OF THE CLASS: This is public safety work involving responsibility for receiving telephone reports of incidents requiring police, fire, ambulance, and other public safety response and rapidly and accurately relaying this information to the Patrol Captain or his designee, i.e., Desk Lieutenant. The incumbent maintains confidential records of criminal activities and prepares related activities reports. The work is performed according to established standards, policies, and procedures. At present time, the incumbent is required to work rotating shifts including nights, weekends and holidays. Supervision is received from the Patrol Captain and/or his designee, i.e., Desk Lieutenant. The Complaint Report Technician performs related work as required.

TYPICAL WORK ACTIVITIES:

Receives telephone and in person complaints of incidents or requests for information and police assistance;
Enters the information into the computer-aided dispatch system (computer terminal);
Prepares and time stamps complaint cards or memos;
Forwards memos, calls, and information to proper authorities;
Operates telephone and call director equipment;
Prepares reports and maintains files;
Performs typing, clerical, and filing of daily logs and records;
Maintains telephone contact with other departments and agencies;
Performs such duties as required as new techniques are developed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of office terminology, procedures and equipment; good knowledge of police, legal or court procedures; working knowledge of organization and functions of the agency to which assigned; ability to deal effectively with the public; ability to prepare detailed reports; some skill in the use of typewriter; ability to follow both written and oral instructions; ability to handle emergency, panic, and harassing telephone calls according to established policies; ability to work calmly as necessary; clerical aptitude; mental alertness; good judgement; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and two (2) years of office clerical, or record-keeping experience, six (6) months of which must have included experience in the operation of a typewriter, word processor or data entry equipment, or the completion of a course in typing, word processing or data entry.

NOTE: College or business school education can be substituted for experience on a year-for-year basis: High school graduation is required; additional experience beyond two (2) years cannot be substituted for high school graduation.

THIS POSITION WILL BE POSTED FOR A PERIOD OF TEN (10) WORKING DAYS
FROM NOVEMBER 8th, 2022 THROUGH NOVEMBER 22nd, 2022