

**CITY OF SHAKER HEIGHTS**  
**Position Vacancy Announcement**  
**FOR IMMEDIATE POSTING**  
**September 29, 2016**

**Job Title:** Public Information Specialist (Civilian)  
**Department:** Police  
**Salary Range:** \$34,312 - \$41,804, DOQ  
**Hours:** 40 per week average rotating, flexible shifts up to 10 hours in length with every other weekend off; Police work is a 24-hour operation  
**Application Deadline:** Open until filled

**GENERAL DEFINITION OF WORK:**

Performs intermediate clerical and technical work in coding, reporting, filing and researching police records and public safety work assisting citizens coming into the Police Department; does related work as required. Work is performed under general supervision.

**ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

**Serving as receptionist, telephone operator; providing service and information to citizens visiting the police department; receiving, processing and releasing information, cash receipts, impounded property and vehicles; reviewing and preparing police records and reports; preparing and maintaining files, records and reports.**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Answers non-emergency phone lines, provides information and directions, take messages, transfers call.
- Greets walk-in citizens, provides information and directions, takes police and accident reports, prepare dog releases.
- Assists in processing public records requests.
- Prepares process documents on subpoenas and warrants received, distributes paper work.
- Types and files complaint, arrest, offense, crime, incident and accident reports.
- Issues overnight parking, snowplow and other permits as necessary, prepares towed vehicle files, releases towed vehicles.
- Prepares copies of reports, releases copies, collects and accounts for fees.
- Maintains building surveillance and security, signs in visitors and property, notifies jail.
- Receives vacation information, prepares watch cards.
- Receives, processes and accounts for ticket and bond monies.
- Enters data into computer; prepares statistical data on crime. Checks and validates criminal record entries..
- Processes accident reports, codes for computer, answers questions and processes requests for information.
- Prepares, researches and maintains data and records. Review a variety of police related data for accuracy and completeness.
- Assists in the preparation of periodic and special reports.
- Performs related tasks as required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

General knowledge of modern record keeping procedures and practices; general knowledge of police forms, terminology and records; general knowledge of departmental programs, policies and procedures; ability to perform detailed record work; ability to maintain files; ability to type accurately and at a reasonable rate of speed; ability to operate general office equipment; ability to follow written and oral directions; ability to establish and maintain effective working relationships with associates in a team environment and with the general public.

**EDUCATION AND EXPERIENCE:**

Any combination of education and experience equivalent to graduation from high school and some experience in general clerical work preferred.

**SPECIAL REQUIREMENTS:**

Possession of or ability to acquire LEADS AND CCH certification

**PHYSICAL REQUIREMENTS:**

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects, and some light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; work requires fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

**Effective February 12, 2016 the City of Shaker Heights will no longer hire external candidates who use any form of tobacco or nicotine products.**

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.*

PLEASE SEND CITY APPLICATION AND/OR RESUME TO THE CITY OF SHAKER HEIGHTS HUMAN RESOURCES DEPARTMENT, 3400 LEE ROAD, SHAKER HEIGHTS, OH 44120. E-mail: [human.resources@shakeronline.com](mailto:human.resources@shakeronline.com)  
Application available online at shakeronline.com EOE