

POLICE PROGRAM AND DATA TECHNICIAN

Approved: June 2025

FLSA: Non-exempt

Unit: SEIU



Definition
Under supervision, performs a variety of specialized duties in support of the City's Police Department. This role delivers critical administrative support to key departmental functions, including Training, Policy, and Progressive Policing initiatives. It facilitates public information access by assisting the Records Unit with Public Record Requests and collaborating with the Police Records Management System (RIMS/TIMS) and Geographic Information Systems for website transparency data. Additionally, it supports personnel acquisition through recruitment and selection processes, and ensures accurate maintenance of personnel records. Furthermore, this position will enhance public transparency by creating an understandable dashboard for digestible display of service data.
Supervision received and exercised
The Police Program and Data Technician receives immediate supervision from assigned management and supervisory staff. Exercises no supervision of staff.
Class characteristics
This is a journey-level classification encompassing specialized technical and administrative support within the Police Department. Incumbents are responsible for the comprehensive maintenance of departmental databases, preparation and assembly of detailed reports, support of recruitment processes, contribution to departmental planning initiatives, and provision of Geographic Information Systems (GIS) expertise. This classification demands independent work and the exercise of sound judgment and initiative. Employees at this level operate with minimal supervision, receiving assistance only for novel or complex situations, and demonstrate a thorough understanding of departmental operating procedures and policies.
Examples of typical job functions (illustrative only)
<p>Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.</p> <ul style="list-style-type: none">• Coordinating and maintaining training management systems.• Organize and maintain comprehensive training files and records for all police employees.• Assists with various recruitment processes, communicating with applicants, setting up interviews, and proctoring of assessments.• Assists with facilitating employee trainings, including scheduling, making travel arrangements, venue coordination and other employee events.• Identify and integrate new technology to streamline operations and processes.• Collect, analyze, and interpret police statistical data to develop informational dashboards that illustrate for example crime statistics and trends as well as traffic data, community engagement in Menlo Park.• Transform data into stories: Create intuitive dashboards that highlight crime rates, police department activity, and trends in Menlo Park.• Ensure that the dashboards are accurate, up-to-date, and accessible to the public for easy understanding and engagement on the website.• Collaborate with various departments to gather necessary data and integrate it into the dashboards.• Assist in the development and implementation of data-driven strategies to enhance police operations and community safety.• Assists with responding to public records requests.• Prepares and submits bills to Finance for payment including invoices for contractors, training, services and consultation.• Composes and types general correspondence and other materials; working with supervisor and/or analysts, may develop new departmental personnel forms and procedures to improve efficiency and/or comply with new personnel policies and regulations.• Receives and sorts incoming mail and faxed documents; distributes to appropriate individuals.• Maintains basic office supplies and forms for the department; reviews inventory and procures supplies consistent with City policies and procedures.• Maintains sensitive and confidential information.• Performs other duties as assigned.

Qualifications

Knowledge of

- The various basic functions of a Police department and some knowledge of public sector laws, methods and concepts as they related to assigned work.
- Functions, principles, and practices of law enforcement agencies.
- Local, state, and federal law enforcement databases.
- Principles and practices of law enforcement records processing and maintenance.
- Basic techniques for evidence and property processing and storage, including chain of custody procedures.
- Principles and practices of data collection and report preparation.
- Practices and methods of office administration.
- Methods and techniques of recruitment processes.
- Methods and techniques of proctoring testing processes.
- Basic principles of mathematics.
- Applicable federal, state and local laws, codes and regulations.
- Methods and techniques for complex record keeping.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to

- Perform responsible clerical support work with accuracy, speed, and increasingly less direct supervision.
- Learn to and independently perform the full range of duties involved in the processing of various legal documents, records, and reports.
- Learn to document, maintain the physical integrity and control and the chain of custody of, and properly store, release, and purge property and evidence.
- Deal tactfully and courteously with the public, in person and by telephone.
- Use sound judgment in following and applying appropriate regulations, policies and procedures.
- Perform detailed office support work quickly and accurately.
- Perform basic mathematical calculations quickly and accurately.
- Read, interpret and record data accurately.
- Work independently and as part of a team.
- Make sound decisions within established guidelines.
- Deal with sensitive and confidential issues with tact and diplomacy.
- Follow written and oral directions.
- Observe safety principles and work in a safe manner.
- Operate a variety of office equipment, including computer equipment and specialized software programs relevant to work performed.
- Organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Identify opportunities for greater effectiveness and recommend best practices.
- Develop and run reports.
- Ensure compliance in area of assignment.

Education and experience

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade and two (2) years of specialized technical experience in a law enforcement environment, including data entry, records management, recruitment, and/or operational support. One year of general clerical experience within a municipal or county law enforcement agency or public safety organization is highly preferred.
- A bachelor's degree in criminal justice, law enforcement, public administration, or a related field can substitute the one (2) years of the required experience.

Licenses and certifications
<ul style="list-style-type: none"> • None
Physical demands
<p>Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.</p>
Environmental elements
<p>Employees work in an office environment with moderate noise levels, controlled temperature conditions, and exposure to hazardous physical substances. Employees may be exposed to blood and other biological/infectious agents when handling and disposing of evidence. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.</p>