

## **DIFFERENTIAL RESPONSE OFFICER**

(Competitive Class)

### **DISTINGUISHING FEATURES OF THE CLASS**

This class comprises non-supervisory responsible positions, the primary duties of which include receiving complaints and reports of criminal activities, maintaining the department's NCIC database, and gathering essential information in order to increase the effectiveness of law enforcement personnel. Differential Response Operators are responsible for entering crime reports and maintaining such reports in the department's database. Employees of this class report to and perform their duties under the general supervision of a superior office as designated by the Police Chief.

### **EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Answers police department telephones and takes complaint, taking as much information as possible from caller such as name, address, nature of problem, and any other information required by departmental procedures. Takes complaints from other sources such as complaints from units or from citizens who come to police department and takes as much information as possible such as name of complainant and nature of complaint. Completes reports on adult missing persons, stolen vehicles, stolen credit cards, and other stolen items and enters information into NCIC and ADSI, updating the reports as needed.

Operates terminal equipment connected to Louisiana Law Enforcement Telecommunications System, NCIC, and other law enforcement and criminal justice entities. Uses NCIC to exchange pertinent information with other law enforcement personnel or agencies relating to wanted persons, criminal histories, and stolen or missing property. Communicates with Louisiana State Police or other law enforcement agencies by telephone or radio in order to exchange information.

Uses CAD display to monitor the location and status of emergency units at all times. Relays information or answers questions which come in by radio from field units or refers questions to appropriate supervisor. Takes requests for assistance from units and provides for requested assistance following departmental procedures. Relays information to the 911 center or answers questions which come in from the 911 call center according to departmental procedures. Transmits information on incident by telephone, public address, or teletype and dispatch unit. Notifies officers and special units or agencies of incidents and special or emergency situations as designated in departmental procedures. Prepares for shift change by briefing on-coming shift or being briefed by out-going shift, checking records from previous shift, or assembling necessary supplies and equipment.

Provides for and insures that accurate department records are maintained, including files for local warrants.

Provides for the repair of any malfunctioning communications equipment according to departmental procedures. Distributes equipment to police department personnel.

Maintains professional and effective police community relations by communicating and enhancing an attitude of cooperation with all segments of the population through day-to-day contacts with the public. Acts as receptionist to visitors; screens visitors to determine their business; directs them to appropriate individuals or offices. Answers questions on departmental procedures when requested or refers questioners to designated authority.

Performs any related duties assigned.

### **QUALIFICATION REQUIREMENTS**

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Applicant must possess one of the following: high school diploma, high school equivalency certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. Any Louisiana applicant who presents a home study diploma shall submit necessary documentation indicating Louisiana Board of Elementary and Secondary Education (BESE) approval of the home study curriculum. Non-Louisiana applicants shall be required to present proof of completion of a high school curriculum which has been accredited by the applicant's state, or its state-approved agency. A certification of completion shall not be sufficient to substitute for a diploma or equivalency certificate.

Must not be less than eighteen (18) years of age.