



## **NAMPA POLICE DEPARTMENT**

### **IS NOW ACCEPTING APPLICATIONS FOR**

### **POLICE ASSISTANT I**

- **\$20.28 an hour/40 hours a week**

**THE FOLLOWING TWO STEPS MUST BE COMPLETED TO MOVE FORWARD IN THE RECRUITMENT PROCESS.**

Keyboarding Test. Please use this link to take your keyboarding test. You will need a valid email to do so. Results from other test sites will not be accepted.

<https://es.eskill.com/es/quiz?testId=3bcd54c252e98a50>

TO TAKE A KEYBOARDING TEST ON ANY INTERNET CONNECTION. Successful candidates must pass the keyboarding exam with a minimum of 40 words per minute and 92% accuracy. Applicants must upload results in with their online application.

**\*\*PRIOR TO APPOINTMENT, CANDIDATES WILL BE REQUIRED TO GO THROUGH A STRINGENT BACKGROUND CHECK\*\***



## City of Nampa

**BUILT ON A TIMELESS FOUNDATION OF STEWARDSHIP, INTEGRITY & TEAMWORK.**

Every unified team starts with a purpose, and we are a purpose driven team of service minded professionals. We are passionate about working shoulder-to-shoulder in partnership with our City Council, citizens, and internal team members to bring the [City of Nampa's](#) vision for the future to life. Whether you're looking to start, make a change, or advance your career, find your path forward at the [City of Nampa](#) to leave your mark on the legacy we will leave in our city and the world around us.

**Role Statement:** A Police Assistant performs a support staff role and works under the supervision of the Records Supervisor. This includes providing a variety of office support and clerical duties such as customer service, record maintenance and administrative work. Primary responsibilities include assisting the public both in person and by phone, maintaining police records, processing documents for court actions, entering Nampa City warrants, providing requested information to the public/Police Officers and aiding in the support of the overall departmental COMPSTAT mission.

### ROLE SUCCESS PROFILE

#### Key Job Accountabilities:

- Assists the public with requests for an officer response, directs calls and appointments, and may provide general information to customers regarding available community resource programs/services.
- Responds to all internal and external customers through contact with law enforcement personnel, the general public, or other professional personnel respectfully and in a timely manner.
- Performs office and law enforcement support responsibilities such as fingerprinting, assisting with County issued summons'/subpoenas/NCO's/protection orders, issuing dog licenses, bike registrations, mail distribution, compiling monthly employee stat reports, processing non-emergency/accident reports and billing and collection of parking ticket and false alarm reports.
- Handles interactions where customers are potentially confused, emotional, or angry in regard to law enforcement contact or in need of assistance by an officer, appropriate person, or department.
- Prepares incoming paperwork involving incident arrest reports, warrants return of services, and citations scanned and routed for court actions.
- Performs daily audits to ensure clean data utilized by Crime Analysts in the aid of proactive police responses.
- Performs accurate and timely data reporting in accordance with FBI standards to include reviewing and updating reports while ensuring that they are properly maintained for public use, criminal investigators, and others when necessary.
- Utilizes the NIBRS standards to interpret and classify police reports for persons and property crimes, Special Investigations Unit, as well as all non-NIBRS and NIBRS reporting for data entry into the Records Management System (RMS); performs 2<sup>nd</sup> check process for accuracy.
- Responsible for the entry of active Nampa City warrants (NCIC and RMS), warrant updates and maintenance, and warrants 2<sup>nd</sup> check process.
- Assists TAC officers with monthly validation duties, such as maintaining victim contact by phone or mail, updating the NCIC entries and RMS documentation.
- Processes public records requests and subpoenas from attorneys, insurance companies, media, other agencies and the public for police/accident reports and other general department information.
- Locates information and redacts reports according to the Idaho State Public Records Law, sends response letters and requested reports within Idaho Code timeline and documents released reports.
- Knowledge of Idaho Code, Idaho State Historical Society, and Nampa City policy regarding retention and purges archived files.
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar positions.
- Contributes to the overall departmental COMPSTAT mission by providing clean data for analytical purposes.
- Attends monthly departmental COMPSTAT meetings along with conferences, workshops, and training sessions to remain current on principles, practices, and new developments in assigned work areas.
- Assumes responsibility for other duties as required or assigned, such as criminal histories/Code X's, background checks, photo line ups, warrant recalls, officer court call offs, and case status forms.

**Essential Relationship Expectations:**

- Keeps immediate supervisor and designated others accurately informed.
- Communicates information respectfully and states concerns in a clear and professional manner.
- Able to establish and maintain effective and positive working relationships with coworkers, supervisors, and the public.
- Respects the opinions of others and demonstrates a professional relationship with employees, supervisors, and others.
- Displays an attitude of cooperation and the ability to work well with others, in a team environment as a team player.
- Demonstrates the department's core values of Teamwork, Integrity, and Excellence.
- Is punctual and timely in meeting requirements of performance, including attendance standards and work deadlines.

**Knowledge, Skills and Abilities Required:**

- Knowledge of basic office procedures and practices, computer programs and office equipment
- Willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology
- Ability to prioritize daily workload to maximize efficiency
- Must have the ability to multitask and work effectively with frequent interruptions
- Knowledge of good customer services practices, both internally and externally by phone and in person
- Ability to deal with a wide range of persons, including situations in which individuals may be upset
- Ability to perform a wide variety of duties and responsibilities with attention to detail, accuracy, and efficiency under the pressure of time-sensitive deadlines
- Ability to be adaptable and/or flexible in a dynamic environment
- Ability to understand and follow oral and/or written policies, procedures, and instructions
- Ability to maintain confidentiality
- Applicant must be able to pass Nampa Police Department background check

**Key Behavioral Competencies:**

- **Accountability** – Ability to accept responsibility and account for his/her actions
- **Detail Oriented** – Ability to pay meticulous attention to all aspects of a situation or task no matter how small or seemingly unimportant
- **Impartiality** – Ability to remain neutral when performing all functions of the job
- **Confidentiality** – Ability to respect and maintain confidentiality when performing functions of the job
- **Analytical Skills** – Ability to use thinking and reasoning to solve a problem
- **Commitment to Safety** – Understands, encourages, and carries out the principles of integrated safety management; complies with or oversees the compliance with safety policies and procedures; completes all required training; takes personal responsibility for safety
- **Innovative** – Ability to look beyond the standard solutions
- **Judgment** – The ability to formulate a sound decision using the available information
- **Problem Solving** – Ability to find a solution for or to deal proactively with work-related problems
- **Reliability** – The trait of being dependable and trustworthy
- **Time Management** – Ability to effectively utilize available time for the completion of necessary job tasks
- **Active Listening** - Ability to actively attend to, convey, and understand the comments and questions of others

**Education, Experience Level, Certification Requirements:**

- High School Graduate or General Education Degree (GED) or Work Equivalent.
- Must obtain NCIC and ILETS Certification for the access of law enforcement record systems (will obtain on the job).
- Must obtain a Notary Public (after employment begins).  
Proficiency in typing.



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### **Working Conditions (more detailed essential physical job functions available upon request):**

- The duties of this position are performed in a general office environment with moderate noise level.
- The ability to sit and/or stand in a stationary position for extended periods of time.
- Manual dexterity to operate computer systems.
- Ability to physically assist individuals in the collection of fingerprints.
- Lifting and moving items up to 25 pounds periodically.

The City of Nampa is an equal employment opportunity employer. All applicants will be considered for employment without regard to race, color, religion, sex, national origin, veteran, disability status or any other characteristic protected by federal, state, or local laws.