

**City of Dallas**  
**Classification Specifications**

<b>Title:</b>	<b>Senior Police Reports Representative</b>	<b>Class Code:</b>	<b>40032</b>
<b>Application:</b>	<b>Career Series</b>	<b>Pay Grade:</b>	<b>F</b>
<b>Supplemental/Code:</b>	<b>Office and Clerical/4</b>	<b>Established:</b>	<b>10/01/07</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Revised:</b>	<b>01/01/09</b>

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**Position Purpose**

Handles difficult non-emergency calls from citizens or responds to requests that do not require an officer at the scene to enable field police personnel to be available for preventive patrol or for more critical assignments or,

**Essential Functions**

1. Interviews difficult complainants to obtain all pertinent information and ensure entry of an accurate offense report and provide appropriate response.
2. Reviews Police Officer reports to ensure all elements necessary are included and if not included, sends back or contacts Police Officer to re-do the report; Advises Police Officer what elements should be in different report types; Reviews Sr. Corporal reports and can re-open for Sr Corporal to make a supplemental report.
3. Reviews and assists Police Report Reps in assigning offense codes for all offense and incident reports to facilitate accurate data entry and compliance with city, state, and national guidelines.
4. Determines what offenses should be processed, referred to another agency, or are not a police matter to ensure appropriate assistance is provided.
5. Routes offense information via computer to Police, Fire, or Ambulance sections to ensure prompt and appropriate response.
6. Makes referrals to other agencies or city departments and offers appropriate information to the complainant advising of referrals and other notifications to ensure that caller will be informed of action taken or necessary to resolve his/her concern and provide appropriate assistance.
7. Sends requests to the dispatcher when the interview indicates police presence is required to ensure appropriate response.
8. Submits daily activity reports at the end of each watch to ensure that oncoming relief personnel are aware of any calls pending processing.
9. Assigns codes from predetermined coding system to facilitate accurate filing and reference of offense reports.
10. Provides information from the classification manual published by the Federal Bureau of Investigations to assist patrol officers and ensure accurate account of offenses .
11. Performs data entry in the assignment of pre-established uniform crime reporting code numbers to each report in order to classify offense and incident reports for national crime reporting statistics.
12. Regular, reliable and punctual attendance is an essential function of the job.

Class Code: 40032

**Knowledge, Skills, and Abilities Required to Perform Work**

Knowledge of telephone etiquette and procedures.

Knowledge of offense reporting guidelines as established by the Uniform Code Reporting System and Police General Orders.

Knowledge of Texas Penal Code.

Working knowledge of the relationship of Police and other departments and agencies.

Basic knowledge of streets and highways in the Dallas area.

Basic knowledge and ability to apply interviewing skills.

Basic knowledge of Crime Intervention practices and principles.

Proficient written and oral communication skills with a clear and understandable voice.

Ability to apply policies, procedures, and guidelines relating to non-emergency and emergency situations.

Ability to calm, assist, and reassure callers who may be upset or in crisis.

Ability to type a minimum of 30 words per minute.

Ability to accurately enter data on a computer.

Ability to make decisions based on Police Department policy and state, local, and federal laws and regulations which apply to police reports.

Ability to establish and maintain an effective working relationship with all levels of management, city officials, vendors, other government agencies, other employees and the general public.

**Working Conditions and Hazards**

Normal office conditions.

Works sitting at telephone panel and computer terminal for eight hours a day.

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The above statements are intended to describe the general nature and level of work performed by personnel assigned to this classification and is not necessarily an exhaustive list of all responsibilities, duties and skills required.