



Office of Human Resources
Civilian Report Technician Lead - CN3357
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General Statement of Duties

Performs non-commissioned intermediate level work for the Department of Safety, responding to and investigating property crimes and vehicle crashes. This position obtains information from the public to complete incident reports in situations which do not require a police officer to respond. This classification investigates, collects evidence, issues citations (crashes), and prepares reports and documents.

In addition to the above listed duties, a Lead Position would require the Technician to be able to oversee training and performance of a Civilian Report Technician.

Distinguishing Characteristics

This class is distinguished from the Civilian Report Technician who performs intermediate level work in responding to and investigating property crimes and vehicle crashes. This class is distinguished from the Emergency Communications Operator who performs full performance emergency and non-emergency telephone assistance to individuals who are calling Denver-911 for police, emergency medical services, and/or fire and provides emergency medical dispatch triage and instructions over the phone.

This class is also distinguished from the County Court Marshall who acts as special police officer with special police powers for Denver County Court by performing fugitive investigation on individuals who failed to appear for court or comply with judicial orders and are named in active arrest warrants; locating individuals and serving legal notices issued by the Traffic, Criminal, General Sessions and Civil Divisions of Denver County Court; coordinating, implementing, and executing arrest attempts; transporting arrestees; and providing for the security of specific off-site court sessions.

Essential Duties

Responsible for training, retraining and development of Civilian Report Technicians in the following areas:

Implementing operational changes for law, policy, and procedure compliance.

Investigation of traffic crashes and property crimes. Property crimes include investigating burglaries, motor vehicle thefts, theft from motor vehicles, thefts, criminal mischief, lost/stolen or found property and criminal mischiefs. Traffic crashes include providing mobile response to the scene of crashes, in a radio-equipped vehicle.

Collecting information and evidence, completing official crash reports, applying relevant laws, issuing traffic citations, and testifying in court as necessary.

Locating and interviewing complainants, victims, witnesses. Gathering evidence and information, drawing diagrams, taking photographs, writing or typing reports, documenting investigations. Conducting follow-up investigation of cases as required.

Preparing criminal, non-criminal, and administrative reports.

Reviewing CRT reports, correcting, and approving, reports in Versadex.

Responsible for data entry of police reports into department record management system.

Querying and receiving messages from other law enforcement agencies nationwide via a NCIC/CCIC computer.

Explaining and providing information to citizens regarding laws, statutes, ordinances, codes, crime prevention strategies, rules and regulation.

Referring citizens to governmental and community agencies or social service providers for assistance.
Performing other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Decisiveness – Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentation; listens to others, attends to nonverbal cues and responds appropriately.

Problem Solving – Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgements.

Knowledge & Skills

Knowledge of the laws, policies, and procedures regarding the service of legal processes sufficient to be able to perform duties without violating an individual's rights or compromising legal standing.

Skills in utilizing communication equipment to communicate information to other officers and the Denver Police Department Communication Center.

Excellent communication skills, both verbal and written, and ability to use appropriate grammar and construction in preparation of investigative reports and other documents and required forms.

Ability to operate a vehicle safely in non-emergency (routine) situations. Skill in reacting calmly and effectively in emergency or stressful situation.

Basic map reading skills.

Basic computer skills.

Level of Supervision Exercised

None

Education Requirement

Graduate from high school or possession of a GED, HiSET or TASC Certificate

Experience Requirement

Three (3) years of law enforcement experience, criminal justice, investigation, inspection or customer service. One (1) of the three years must have been in a lead capacity.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

This job requires driving. Requires a valid Driver's License at the time of application.

By position obtain a Special Commission Certification from the Executive Director of Safety after undergoing background check for this purpose to issue traffic citations in the City & County of Denver in accordance with the City Charter and the DRMC. Failure to obtain and maintain certification will result in withdrawal of position offer or termination.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Handles emergency or crisis situations.

Personal Safety: aware of surroundings, people, and events.

Subject to: traffic, roadways, and pedestrians.

Temperature Changes: Variations in temperature from hot to cold when works in the field.

Subject to varying and unpredictable situations.

Level of Physical Demand

2-Light Work (10 - 20 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs).

Balancing: Maintaining equilibrium.

Carrying: Transporting or moving an object.

Crouching: Positioning body downward and forward.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 20 pounds from one level to another.

Pulling: Exerting force upon an object so that it is moving to the person.

Pushing: Exerting force upon an object so that it moves away from the person.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Standing: Remaining in a stationary position.

Stooping: Positioning oneself low to the ground.

Talking: Communicating ideas or exchanging information.

Walking: Ability to move or traverse from one location to another.

Background Check Requirement

Criminal Check

Motor Vehicle Record

Employment Verification

By position, Licenses/Certification

Assessment Requirement

None

Probation Period

Six (6) months

Class Detail

Pay Grade: NE-13

FLSA Code: N

Established Date: 10/30/2022

Established By: SO

Revised Date:

Revised By:

Class History: This is a new classification.