

**CITY OF ANN ARBOR, MICHIGAN
JOB DESCRIPTION**

JOB TITLE: Police Service Specialist

Job Number: 128560(1)

Date Finalized: 8/20/2025

Service Area: Safety Services Service Unit: Police Services	Accountable To: Police Command
Mission Statement The City of Ann Arbor's mission is to deliver exceptional services that sustain and enhance a vibrant, safe and diverse community.	
Role Summary To perform various support work assisting Police Services personnel and the Ann Arbor community for which independent sworn police officer authority is not required. Duties are assigned by supervisory personnel and may entail multiple work assignments.	
Duties Incumbent may be responsible for, but not limited to, the following duties: <u>Essential Duties</u> ▪ Staff the police desk ▪ Interact professionally with the public, answer telephones and provide general information ▪ Interview people, take written reports, conduct limited preliminary investigations for reports taken and follow-up contact as appropriate ▪ Complete traffic crash reports when reported at the police desk ▪ Review reports in Clear to ensure validation against Michigan Incident-Based Crime Reports (MICR) and UCR/NIBRS standards ▪ Disseminate crime information to police officers as requested and to the public as directed by supervisors ▪ Identify, design and implement programs designed to promote crime prevention activities and deter crime in the community ▪ Prepare, edit, publish and distribute newsletters ▪ Complete state and federal firearm background investigations for pistol licensure ▪ Train other employees on report writing/records management system ▪ Speak at community, civic, religious and educational meetings (as assigned) ▪ Coordinate with supervisors regarding the maintenance and oversight of the Neighborhood Watch program, the CERT (Citizens Emergency Response) program, Citizen Police Academy and the screening, selection, training and use of volunteers ▪ Analyze data from various records management systems to identify patterns and trends in criminal activity (Crime Analysis & Statistics) ▪ Assist the detective bureau with domestic violence cases, juvenile runaways, missing persons and other cases (as assigned) ▪ Manage fleet maintenance, including transporting unit vehicles & radios for maintenance and repairs	

- Receive, track and record traffic complaints, enter same into Access and follow-up with citizens with results
- Receive, track and record nuisance, ordinance and other quality of life complaints, maintain statistics and follow-up with citizens with results
- Interact professionally with the public, answer telephones and provide general information.
- Perform limited traffic/pedestrian control and special event assignments
- Assist the training section with various administrative tasks
- Coordinate the crossing guard program, supporting the Special Services Sergeant in the hiring, annual on-boarding, training and assignment of crossing guards throughout the school year.
- Maintain various traffic related databases
- Produce traffic and crash related stats upon request.
- Produce the monthly pedestrian crash report (CLEMIS)
- Complete city code violations (as applicable)
- Compile and maintain files and records
- Photograph and fingerprint arrestees/defendants with court orders (if assigned)
- Perform limited traffic/pedestrian control and special event assignments
- Assist with evidence transport to the MSP Lab in Northville,MI for forensic analysis
- Assist the training section with various administrative tasks
- Perform other related duties as assigned

Knowledge of:

(position requirements at entry)

- The operation of standard office equipment
- Basic mathematical principles
- Customer service principles and practices
- Microsoft Office Suite
- Basic English composition, word processing and database computer programs

(position requirements within 1 year from date of hire)

- City services rules, regulations, policies, procedures, organization and personnel, including a working knowledge of the City's services provided to the community and City geography
- Basic knowledge of police services rules, regulations, policies and procedures
- Applicable federal, state and local laws, codes and ordinances
- Juvenile court system
- Police Services information systems and related software

Skills and Ability to:(position requirements at entry)

- Effectively communicate through oral and written communication
- Multi-task
- Take the initiative to learn and utilize new skills to improve job performance and efficiency
- Maintain accurate records and files and work with numbers accurately
- Analyze and solve problems
- Evaluate a situation and respond appropriately, applying proper discretion and logic
- Speak at public meetings with audiences of varying sizes and knowledge

- Maintain effective, positive, non-partisan working relationships with fellow employees and the public
- Apply modern office techniques and practices, and the use and care of office machines and equipment
- Demonstrate a positive attitude, and solid approach to customer service
- Coordinate multiple tasks and meet critical deadlines under pressure in a timely and accurate manner
- Use computers and related software including word processing, spreadsheets, database management, email and Internet research
- Prepare, review and submit reports, forms and required documentation

Equipment

Personal computer, police radio, motor vehicle and related law enforcement equipment, multi-line telephones, fax, printer, copier, calculator and other miscellaneous office equipment.

Training and Experience (position requirements at entry)

Required:

- High School Diploma or equivalent (GED)

Preferred:

- Associate Degree in Business Administration, Public Administration, Criminal Justice or a related field.

The following Certifications / Designations may be required or obtained in order to perform some of the duties of this position:

- LEIN Certification
- Crime Prevention Designation
- Notary Public
- CPR and First Aid Certification

Licensing Requirements (position requirements at entry)

Valid Michigan Driver's License

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Positions in this class typically require: driving, climbing, running, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, , grasping, feeling, talking, hearing, seeing and repetitive motions.

Move and lift light objects less than 20 pounds such as mail, files and supplies. Operating office equipment requiring continuous or repetitive hand/arm movements. The ability to remain in a sitting position for extended periods of time.

Occasional lifting of equipment up to 30 lbs. required during patrol fleet management (plated rifle vests, police equipment) and lifting of items (with assistance) over 30 lbs during special events, including coolers filled with ice and drinks, tents, tent weights and police signs.

Sedentary Work: Exerting up to 20 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time.

Description Prepared By

Police Services Staff – HR Review RMM 5/08 / Revisions 5/23/08 and 6/11/08 and 6/19/08
C. Christopher & HR / Revision 6/27/08 DC Bazick/ Revision 3/22/13-A.Cervantes, J.Baird,
Bazick, S.Cottone/ HR Review AAW/E.Algarin-Jackson 4/11/2013/Revised M.Lige/HR
Review EAJ/AW 10/27/14- Approved by S. Cottone 10/22/2014/Revised by J. Crawford, S.
Casey, J. Giordano/ HR Review- HK, AW/ Legal Reviewed by M. Radabaugh
10/19/2018/Union Approved by J. Giordano and S. Casey 10/23/2018. Updated by B.
Knobelsdorf 7/2025; HR Review – HK, CW 8/2025