

RESOLUTION NO. 14-2020

Adopting a Job Description for the Position of Support Services Technician, Amending the Staffing Chart and Pay Resolution to Accommodate Said Position, Authorizing the City Manager to Appoint at a Starting Rate in Excess of Step B for Support Services Technician and Authorizing a Shift Differential for this Position.

WHEREAS, City Council wishes to adopt a job description for the position of Support Services Technician; and,

WHEREAS, it is desirable and necessary to amend Resolution No. 72-2019 establishing the 2020 Staffing Chart of the City of Worthington to add two Support Services Technician Positions in the Division of Police; and,

WHEREAS, it is necessary to amend Resolution No. 73-2019 establishing compensation for classified positions in the City to authorize the position of Support Services Technician at Range 12 and to provide authorization to give the City Manager the discretion to appoint qualified individuals to the position of Support Services Technician at a starting rate in excess of Step B; and,

WHEREAS, it is necessary to amend Resolution No. 73-2019 establishing compensation for classified positions in the City to authorize all employees in the classifications of Full-time and Part-time Support Services Technician to receive, in addition to their regular wage, eighty-five cents (\$0.85) per hour shift differential for all hours worked in second and third shifts (3:00 PM - 7:00 AM);

NOW THEREFORE, BE IT RESOLVED by the Council of the Municipality of Worthington, County of Franklin, State of Ohio:

SECTION 1. That the job description for the position of Support Services Technician (Class Specification No. 252) as per the description attached hereto be and the same is hereby adopted.

SECTION 2. That City Council does hereby amend the 2020 Staffing Chart of the City of Worthington by adding two Support Services Technician Positions in the Division of Police.

SECTION 3. That City Council does hereby amend Resolution No. 73-2019 to authorize the position of Support Services Technician at Range 12 and to provide authorization to give the City Manager the discretion to appoint qualified individuals to the position of Support Services Technician at a starting rate in excess of Step B. Resolution No. 73-2019 is also amended to authorize all employees in the classifications of Full-time and Part-time Support Services Technician to receive, in addition to their regular wage, eighty-five cents (\$0.85) per hour shift differential for all hours worked in second and third

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shifts (3:00 PM - 7:00 AM). Special or adjusted regular schedules that begin prior to 3:00 PM shall not be paid a shift differential, however, additional hours worked past a special or adjusted regular schedule will be paid a shift differential. Shift differential shall be paid in a lump sum during the second pay period of January for the prior year.

SECTION 4. That the Clerk of Council be and hereby is instructed to record this Resolution in the appropriate record book.

Adopted March 2, 2020

/s/ Bonnie D. Michael  
President of Council

Attest:

/s/ D. Kay Thress  
Clerk of Council

**CITY OF WORTHINGTON**  
**POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	<b>Support Services Technician</b>	<b>CLASS: 252</b>
Department:	Safety	Title Originated: 2020
Date:	March 2, 2020	
Reports To:	Operations Support Manager	Updated:

### **General Statement of Duties**

Under the direction of the Operations Support Manager, this position provides administrative and clerical support duties for the Division of Police. Assistance is provided to the general public, police officers, outside law enforcement agencies and City staff. The work requires continuous exercise of judgment in applying prescribed procedures to various matters and assignments. Employees in this position may work under either close or general supervision depending upon the nature of the assignment.

### **Essential Functions of the Position:**

Answers incoming calls and either routes callers or provides information as required; Respond to inquiries from police officers and the public and refers, when necessary, to appropriate persons;

Completes and maintains house check forms;

Assists with warrant process and salvaged and impounded vehicles;

Inputs Traffic Citations and Field Interview Cards into Records Management System;

Maintains parking permits, solicitation permits, alarm and traffic warning files and business security sheets;

Types various correspondence and reports, requiring judgment as to content, accuracy and completeness;

Monitors radio traffic of Worthington police officers and monitor City cameras;

Performs LEADS validations and audits;

Operates various types of office equipment;

Greets public and maintain visitor passes;

Provides backup assistance with records duties;

Additional administrative tasks as assigned.

## **Knowledge, Skills and Abilities:**

Operational understanding of CAD/RMS Systems;

Strong working knowledge of computers, software systems and technology;

Ability to work varied hours, including evenings and weekends;

Ability to establish and maintain effective working relationships with other employees and the general public;

Ability to communicate effectively, both orally and in writing;

Ability to function under stressful conditions;

Knowledge of records management and retention;

Familiarity with basic office terminology, practices and procedures and basic arithmetic and English;

Ability to maintain, type, and file reports; Ability to operate standard office equipment;

Ability to react to change productively and to handle other tasks as assigned;

Regular and predictable attendance.

## **Minimum Requirements of the Position:**

Graduation from high school (Associates Degree preferred) and three years' experience in emergency communications or law enforcement records management; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities.

Additional requirements include obtaining and maintaining within six months of hire -- certification from the State of Ohio to operate the criminal computer system and the LEADS computer system, and Ohio Notary Public Certificate.

The characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description does not list all of the duties or functions of the job. The individual in this position may be asked by supervisors to perform other duties. The City has the right to revise this job description at any time.

Adopted by Resolution No. 14-2020; Effective March 2, 2020