

Personnel Approval \_\_\_\_\_

Date \_\_\_\_\_

Incumbent: \_\_\_\_\_

Position No. 065-556-1139-XXX

Revision Date: 12/11

**OFFICE OF PEACE OFFICER SELECTION**  
**TESTING CENTER**  
**Office Technician (Typing)**  
**Duty Statement**

Under the supervision of the Regional Testing Officer (RTO), Office of Peace Officer Selection (OPOS), Testing Center, the Office Technician (OT) will perform the more complex and technical duties associated with the processing of candidates through the written exams and physical abilities testing process, and front counter receptionist duties relative to the daily operation of the Testing Center. Incumbent works closely with OPOS management and staff to stay informed so that immediate and outstanding customer service can be provided.

Duties include but are not limited to:

- 20% Answer telephone calls; respond to inquiries via e-mail; greet the general public; direct calls to appropriate section; respond to general questions regarding the entry-level peace officer and testing process and other department hiring opportunities; access appropriate databases to provide applicants with their hiring and selection process status; provide general information regarding the hiring, selection, appointment, certification, and training academy process; forward callers or messages to the appropriate staff when questions are beyond the general scope and understanding for an Office Technician.
- 20% Perform the daily processing of candidates in the Testing Center; compile and forward completed packages to the Peace Officer Appointment Section; data entry of candidate testing information into the Tree database, assist in the training of current and new staff in various examination and selection processes.
- 20% Participate in the rotation of proctor duties for the written psychological and the written peace officer examinations; participate in the rotation of the various clerical duties; develop procedures for processing candidates through the various examination phases; prepare, update, and revise office procedures; develop processes for scheduling candidates for each examination phase; evaluate current procedures and make recommendations for enhancements.
- 20% Utilize a personal computer for the preparation and maintenance of spreadsheets and database programs to develop forms, status reports and other documents relative to the processing of candidates; refer sensitive and/or complex inquiries to the RTO; research examination issues relative to the testing process.
- 15% Perform live scan fingerprinting of applicants; enter personal information into secured database; process DMV forms.

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- 5% Perform program support duties; maintain equipment and supply inventories as needed for the performance of testing functions; process incoming mail. Maintain and update the filing system for candidates' testing paperwork. File documents, copy, fax, and perform other related clerical duties as assigned.

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Supervisor Signature**

\_\_\_\_\_  
**Date**