Job Title: Alarm Ordinance Coordinator

Department: Police

Immediate Supervisor: Administrative Sergeant

Origination Date:	**09/26/2003**
Revision Date:	**07/01/2008**
Job Grade	**804**
FLSA Status	**Non-exempt**

BRIEF DESCRIPTION OF THE JOB:

Actively supports and upholds the City's and Police Department's stated mission and values. Performs administrative duties such as enforcing and coordinating the City's Alarm Ordinance Program within the Police Department according to the City's Alarm Ordinance, developing and promoting a public awareness and community education program focusing on false alarm prevention and compliance, serving as the primary program contact and liaison for the public and City departments, processing and maintaining alarm permit records, issuing permits, collecting fees, levying fines, preparing reports, and inputting and retrieving data. Provides technical advice to the police department relating to ordinance interpretation and assists with the development of alarm ordinance revisions.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Possesses extensive knowledge of the City's alarm ordinance and various alarm systems, and interprets and explains information as necessary to handle inquiries.
2	S	Enforces, maintains, and reviews the City's Alarm Ordinance. Writes new code language as necessary for staff review; and prepares written documentation such as false alarm penalty assessments, revocation and waiver letters, proposals for ordinance revisions, and public education materials such as brochures and training guides.
3	S	Accepts, reviews, and determines eligibility of all Alarm Business permit applications. Issues alarm permits to private residences, apartment complexes, and businesses; processes initial and renewal fees; issues penalty fees for late or non-renewals; and posts fees in computer deposit file.
4	S	Compiles and analyzes data relating to the alarm program, drafts monthly reports and makes recommendations for program changes, and prepares Council reports and COAC's relating to the Alarm Ordinance. Keeps accurate records of all current Alarm Businesses and Alarm Users and their permits.
5	S	Trains and provides feedback to businesses and citizens in ordinance compliance and prevention. Develops and promotes a public awareness and community education program focusing on false alarm prevention and compliance.
6	S	Monitors and reviews alarm call reports, contacts sworn officers to clarify reports regarding false alarm calls; keeps and maintains an accurate tracking system of all false alarms at each individual location, and determines applicable penalty assessments and communicates them to citizens and alarm companies.

	Physical Strength Code	ESSENTIAL FUNCTIONS
7	S	Serves as primary program contact and liaison for the public and City departments for program policies, procedures, and problems through the Security & Electronic Systems Association of Arizona; and responds to inquiries from citizens, alarm companies, and other city departments regarding the alarm program.
8	S	Oversees appeals and hearings related to false alarm violations and represents the City in program related meetings. Writes new code language for staff review and prepares ordinance revisions. Provides assistance to the public by answering and directing telephone calls, resolving problems and answering inquiries. Occassionally must deal with situations that involve police intervention such as burglary alarm response or fire intervention such as fire or smoke alarm response.
9	S	Must be able to deal diplomatically with individuals who may be upset due to an assessment for false alarms/violations of the alarm ordinance, or a malfunctioning alarm system.

JOB REQUIREMENTS:

JOB REQUIREMENTS	
Formal Education/ Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature that may be obtained with six-months/one year of advanced study or training past the high school equivalency. Community college, vocational, business, technical or correspondence schools are likely sources. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Minimum one year experience in a related field.
Certifications and Other Requirements	Valid Driver's License
Reading	Work requires the ability to read manuals, maps, and data sheets.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write reports, proposals, worksheets, and letters.
Managerial	Job has no responsibility for the direction or supervision of others but may provide advice/direction to an employee with less experience/skill or tenure.
Policy/Decision Making	Moderate - The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. More complex work as well as decisions with more significant impacts may be reviewed prior to being finalized.
Technical Skills	Broad Application - Work requires the use of standard technical skills appropriate to the work environment of the organization. Limited analysis and independent thinking is utilized.
Interpersonal/Human Relations Skills	Moderate - Interactions may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may also involve stressful, negative interactions requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

City of Goodyear, Arizona

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Making presentations ☒ Observing work site ☒ Observing work duties ☒ Communicating with co-workers
Fine Dexterity	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Computer keyboard ☒ Telephone keypad ☒ Calculator ☐ Calibrating equipment
Walking	☐ N ☐ R ☐ O ☒ F ☐ C	☒ To other departments/offices ☒ Around work site
Lifting	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Supplies ☐ Equipment ☒ Files
Carrying	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Supplies ☐ Equipment ☒ Files
Sitting	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Desk work ☒ Meetings ☒ Driving
Reaching	☐ N ☐ R ☒ O ☐ F ☐ C	☒ For supplies ☒ For files
Handling	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Paperwork ☒ Monies
Kneeling	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground
Crawling	☒ N ☐ R ☐ O ☐ F ☐ C	☐ Under equipment ☐ Inside attics/pipes/ditches

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Pushing/ Pulling	☐ N ☐ R ☒ O ☐ F ☐ C	☒ File drawers ☐ Equipment ☒ Tables and chairs ☐ Hoses
Climbing	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Stairs ☐ Ladders ☐ Step stools ☐ Onto equipment
Vision	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Reading ☒ Computer screen ☒ Driving ☒ Observing work site
Foot Controls	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Driving ☐ Operating heavy equipment ☐ Operating Dictaphone
Balancing	☒ N ☐ R ☐ O ☐ F ☐ C	☐ On ladders ☐ On equipment ☐ On step stools
Bending	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground ☐ Making repairs
Crouching	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground
Hearing	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Communicating via telephone/radio, to co-workers/public ☒ Listening to equipment
Twisting	☐ N ☒ R ☐ O ☐ F ☐ C	☒ From computer to telephone ☒ Getting inside vehicle
Talking	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Communicating via telephone/radio, to co-workers/public
Other		(Explain)

Physical Demands (continued)

Machines, Tools, Equipment and Work Aids:

Telephone, copier, fax, vehicle, stapler, calculator, general office supplies.

Computer Equipment and Software:

Personal computer, printer, software.

Environmental Factors:

Environmental Conditions	Never	Seasonally	Several Times Per Month	Several Times Per Week	Daily
Extreme temperature (heat, cold, extreme temp. changes from outside work)	☒	☐	☐	☐	☐
Wetness and/or humidity (bodily discomfort from moisture)	☒	☐	☐	☐	☐
Respiratory hazards (fumes, gases, chemicals, dust and dirt)	☒	☐	☐	☐	☐
Noise and vibration (sufficient to cause hearing loss)	☒	☐	☐	☐	☐
Physical hazards (high voltage, dangerous machinery, aggressive prisoners, patients – not customers)	☒	☐	☐	☐	☐

Health and Safety Conditions:

Health and Safety Conditions	N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
	Never occurs	Less than 1 hour per week	1/3 or more of the time	From 1/3 to 2/3 of the time	2/3 or more of the time
Mechanical hazards	☒	☐	☐	☐	☐
Chemical hazards	☒	☐	☐	☐	☐
Electrical hazards	☒	☐	☐	☐	☐
Fire hazards	☒	☐	☐	☐	☐
Explosives	☒	☐	☐	☐	☐
Communicable diseases	☒	☐	☐	☐	☐
Physical danger or abuse	☒	☐	☐	☐	☐
Other (specify)	☐	☐	☐	☐	☐

Primary Work Location:

☒ Office Environment
☐ Warehouse
☐ Shop
☐ Vehicle
☐ Recreation Centers/Neighborhood Centers
☐ Outdoors
☐ Other (Specify)

_____

Protective Equipment Required:

N/A

Job Demands

Overall Strength Demands:

Overall Strength Demands	
☒ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
☐ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly AND/OR walking or standing to a significant degree.
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	☒	☐	☐	☐
Emergency Situations	☐	☐	☐	☒
Frequent Change of Tasks	☒	☐	☐	☐
Irregular Schedule/Overtime	☐	☐	☒	☐
Performing Multiple Tasks Simultaneously	☒	☐	☐	☐
Working Closely with Others as Part of a Team	☒	☐	☐	☐
Tedious or Exacting Work	☒	☐	☐	☐
Noisy/Distracting Environment	☐	☐	☒	☐
Other (Describe below.)	☐	☐	☐	☐

EXPECTED BEHAVIOR:

Staff – Expected Behavior

The employee is expected to embrace, support, and promote the City's values, beliefs, and culture Which include but are not limited to the following:

- Be positive. Do not participate in gossip
- Maintain confidentiality
- Walk the talk – uphold and live the Goodyear culture
- Encourage positive feedback
- Be accountable – submit responses to all requests for information by due date and meet deadlines
- Support a learning culture
- Be on time for all meetings
- Create and implement ethical standards for your worksite
- Be fiscally responsible
- Support the City's values and mission
- Let common sense prevail
- Be visionary – anticipate issues
- Support organizational change
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand City policies and procedures, make rational decisions/recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and everyone's responsibility. Make it a critical part of the day to day operations.
- Foster teamwork and actively participate on teams and in City activities
- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	_____	_____
	Signature of Employee	Date
_____	_____	_____
Job Title of Supervisor	Signature of Supervisor	Date
_____	_____	_____
Job Title of Department Director	Signature of Department Director	Date

Comments:_____

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The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.