



Memorandum

Human Resources Division

TO: Elizabeth Hannan, Chief Examiner, and Civil Service Commission
FROM: Human Resources Staff
RE: Request to Establish a Passing Score for Police Services Representative
DATE: January 21, 2021

Action Requested

Staff requests the Civil Service Commission to establish a passing score for Police Services Representative based on the minimum qualifications of experience and education requirements of the position. Applications are scored based on these factors, as well as preferred attributes such as education and advanced training.

Police Services Representative

- a. Knowledge and abilities typically acquired through graduation from high school plus two years of related work experience or through completion of an associate degree and one year of related experience. Related experience is considered work in a setting with frequent interaction with customers or the public, preferably in an office-typesetting.
- b. Knowledge of business English, punctuation, spelling, business math, office practices and procedures, and operation of standard office equipment.