

POLICE RECORDS SPECIALIST

FLSA Status – Non Exempt

EEO Code – F/Office and Clerical

Class Code – RE622

GENERAL DESCRIPTION OF DUTIES

This classification performs a variety of clerical duties in support of Police Department activities, with primarily focus on entering and retrieving information from computer systems. The Records Specialist responds to requests for information and/or assistance from officers and the public.

SUPERVISION RECEIVED

This classification works under the general supervision of the Support Services Manager.

SUPERVISION EXERCISED

Supervision is not a typical function assigned to this classification. However, the Records Specialist may provide training and orientation to newly assigned personnel on Department policies and practices; provide training on Law Enforcement Data System (LEDS) to new employees; and serve as the LEDS Representative for the Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties and responsibilities listed should not be construed to be all-inclusive. The essential job duties will include other responsibilities as assigned and required.

1. Reads, interprets, and performs complex classification and coding of police reports based on national and internal standards. Enters, modifies, and cancels data from police reports into internal database with a high degree of accuracy. Retrieves, interprets and disseminates information from a variety of computer systems and other sources.
2. Duplicates and distributes copies of police reports to administration, police officers, detectives, outside agencies, citizens, attorneys, insurance companies and other interested parties. Interprets and applies state public records laws, federal privacy and freedom of information acts, and internal policies governing the release of information and documents.
3. Answers telephone and routes calls to proper parties. Takes messages or obtains necessary information from caller regarding activity.
4. Greets visitors, determines nature of visit, directs to appropriate person or responds to requests for information of a routine nature. Obtains information and prepares reports on reported runaways, thefts, etc., when reported in person at the Department.
5. Interprets and articulates laws, statutes, ordinances and policies to citizens. Monitors entrance to building.
6. Operates Teletype to furnish and/or obtain information with various agencies, e.g., jails, police departments, Department of Motor Vehicles, etc.

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7. Interacts with police officers by telephone, radio, and in person, to obtain or provide information; responds to special requests by officers attempting to obtain information by accessing a variety of computer systems and manual files to gather information; assists and instructs police officers conducting complex computer searches.
8. Receives and receipts money; reconciles cash register tape with monies collected.
9. Receives and records court notices and subpoenas, distributes these items for issuance, checks affected police schedules and acts as a liaison with affected Court to coordinate police personnel witness availability.
10. Follows all safety rules and procedures established for work areas.

OTHER JOB FUNCTIONS

1. Maintains proficiency by attending training conferences and meetings, reading materials, and meeting with others in areas of responsibility.
2. Maintains work areas in a clean and orderly manner.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

- Knowledge of general office procedures, including records maintenance, spelling, grammar, punctuation, and mathematics.
- Knowledge of operation of standard office equipment, including data entry equipment; telephone etiquette; and word processing software.
- Knowledge of laws and regulations related to records processing
- Knowledge of practices, procedures and guidelines relative to police records.
- Knowledge of basic police terminology.

Skills

- Skill in establishing and maintaining effective working relationships with individuals from diverse backgrounds.
- Skills in responding to the public as customers of the City and providing excellent customer service.
- Skills in organizing and completing multiple projects and requests efficiently within strict timelines.

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- Skills in following oral and written instructions and checking work for completeness and accuracy.

Abilities

- Ability to communicate effectively both orally and in writing with the public, members of the outside agencies, and employees.
- Ability to work with public in resolving problems.
- Ability to work with confidential and sensitive information in a professional manner.
- Ability to learn, correctly interpret, and apply the policies and procedures of a law enforcement agency.
- Ability to apply federal, state, and local laws, rules, regulations, policies, and timelines.
- Ability to learn and apply computer software applications pertinent to functions of position.
- Ability to participate on a team to provide quality service.

EXPERIENCE AND TRAINING

Equivalent to high school education and one year of experience, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the essential job duties.

SPECIAL REQUIREMENTS/LICENSES

Must possess valid LEDS certificate within three months of appointment. Must possess a valid driver's license.

DESIRABLE EXPERIENCE AND TRAINING

Possession of valid LEDS certificate. Knowledge of specific word processing software utilized within the Department. Previous training and experience in performing similar duties in a law enforcement agency providing general knowledge of police procedures, terminology, etc. Fluency in English and Spanish is preferred.

PHYSICAL DEMANDS

While performing the duties of this position, the employee is frequently required to stand, sit, communicate, reach and manipulate objects, tools or controls. The position requires mobility. Duties involve moving materials weighing up to 15 pounds on a regular basis such as files, books, office equipment, etc., and up to 50 pounds approximately one time per week. Manual dexterity and coordination are required over 50% of the work period while operating computers and other standard office equipment.

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WORKING CONDITIONS

Usual office working conditions. The noise level in the work environment is typical of most office environments. Reasonable accommodation will be made to meet the known limitations of qualified disabled individuals in performing the essential job functions of this position.

Approved By _____ Date _____
(Department Director)

Adopted By _____ Date _____
(City Manager)

Established: 10/94
Revised: 05/01
Revised: 12/01
Revised: 07/04