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POLICE RECORDS SPECIALIST

DEFINITION

Under general supervision, performs a variety of general administrative, clerical, and customer service duties involved in the maintenance, processing, and distribution of Police records, including serving as a call-taker and assisting in office support duties; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Records Supervisor. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the journey-level administrative class in the police records function that provides clerical and records management support to the Police Department. Incumbents are cross-trained to perform the full range of technical work in all of the following areas: customer service, maintenance, processing and distribution of Police records, and call-taking. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from other administrative classes by performing specialized technical and records management duties in support of Police Department staff. This class is further distinguished from the Detective Secretary in that the latter provides direct administrative support to the police officers and management staff.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.

- Performs a variety of customer services functions applicable to records release and maintenance, including receiving, responding to, and entering requests for police reports and screening and forwarding telephone calls.
- Maintains and updates records according to established policies and procedures, including indexing a wide variety of violations and notifications, tracking and filing reports, and redacting confidential information when required; purges records and files as required.
- Assembles and compiles information for a variety of departmental, State mandated, and statistical reports, including verifying accuracy and completion of reports and maintaining files.
- Writes dispositions and transmits records; collects and prepares documents for all arrests and citations; forwards documents to appropriate department, division, and court; indexes a wide variety of violations and notifications; compiles and distributes complaints; and fingerprint cards and other law enforcement reports.
- Processes booking documents, including gathering all necessary paperwork and information, verifying with current rules and regulations, and updating files as required.

- Provides general information regarding department policies, procedures, and regulations, including responding appropriately to complaints, requests for information, and requests for service in person and by telephone, and coordinating work with other City departments.
- Performs a variety of reception, administrative support, and clerical duties, including answering and directing telephone calls and calls for service, and distributing incoming mail; sorts, files, copies, and distributes a variety of documents; maintains a variety of filing systems; and participates in the registration of a variety of services.
- Responds to officer assistance requests by telephone, two-way radio, mobile data terminal, or in person; provides a variety of information, such as addresses, case details, warrants, license plate registrations, stolen property, and driving records.
- Monitors building and security including entry doors, sally port, property room, and prisoner holding cells; informs appropriate staff of problems or provides assistance as necessary.
- Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, postage meters, facsimile machines, multi-line telephones, transcription and teletype equipment, and a LEADS terminal; may operate other department-specific equipment.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Provides research assistance to officers and other law enforcement personnel as requested.
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic functions, principles, and practices of municipal police services.
- Applicable Federal, State, and local codes, regulations, policies, technical processes, and procedures.
- Techniques, methods, and processes of police record management and retrieval.
- Modern office practices and procedures, including filing and the use of standard office equipment.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems and credit/debit card machine.
- Computer applications related to the work, including data tracking, word processing, and basic spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural, and ethnic backgrounds, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

Ability to:

- Interpret, apply, and explain applicable Federal, State, and local rules, policies, laws, codes, and procedures.
- Understand basic police terminology and law enforcement codes.
- Organize, research, and maintain technical and administrative files.
- Enter data into a computer system and prepare written materials with sufficient speed and accuracy.

- Make accurate arithmetic and statistical calculations.
- File and maintain automated and hardcopy records with speed and accuracy.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and two (2) years of varied administrative support experience preferably in a law enforcement environment.

Licenses and Certifications:

- Possession of, or ability to obtain, a LEADS certificate.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.