

POLICE RECORDS SPECIALIST

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



Definition
Under general supervision, performs a variety of general administrative, clerical, and customer service duties within the Police Department by processing various documents, permit applications, records, and reports and maintaining departmental databases; and performs related work as required.
Supervision received and exercised
Receives general supervision from the Technical Services Manager. Exercises no supervision of staff.
Class characteristics
This is a journey-level class in the Police Records Specialist classification series responsible for maintaining information in specialized departmental databases, preparing and assembling reports, processing payments, and preparing and processing subpoenas, requests for information, and other documents. All activities are performed within specified legal guidelines. Incumbents are expected to work independently and exercise judgment and initiative. 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 the Senior Police Records Specialist in that the latter is a lead-level class in the series responsible for organizing, assigning, and reviewing the work of assigned staff and providing training to all departmental staff on the use of the records information management system.
Examples of typical job functions (illustrative only)
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. <ul style="list-style-type: none">• Processes cases in the records information management system by reviewing and verifying information is complete and ensuring compliance with Uniform Crime Reporting requirements; contacts sworn staff to revise case reports as necessary; scans and adds supporting documentation to cases; prints and distributes reports as requested; compiles list of delinquent or unfinished cases and coordinates with appropriate staff for updates; closes cases; purges records and files as required.• Reviews applications, accepts and processes payments for, and issues permits; prepares and sends out billings; researches permit issues; maintains permit records; balances and deposits cash payments and sends information to the Finance Department.• Processes and tracks service for all subpoenas; updates database; communicates with the District Attorney's Office and staff on status of subpoena request.• Releases department reports; reviews and redacts information prior to release, ensuring compliance with mandated requirements.• Completes criminal fingerprint cards for misdemeanor cases and sends to the Department of Justice.• Performs a variety of reception, administrative support, and clerical duties, including answering and directing telephone calls and non-emergency calls for service and assisting the public at front counter and directing the public to appropriate locations and/or staff; distributes, reads, and responds to records and parking related correspondence and emails in a timely manner; opens, screens, and routes mail; and assists the public in properly completing forms and documents to ensure compliance with civil law and departmental policy.• Processes citations transfers and maintaining status and data in the database; coordinates corrections with officers and sends on to traffic court.• Registers offenders; maintains, retrieves, and distributes registrant data as requested; provides court testimony and supporting documentation as necessary.• Prints, attaches, and routes crime lab results reports to appropriate staff.• Assembles and compiles information for a variety of departmental, state-mandated, and statistical reports including verifying accuracy and completion of reports and maintaining files.• Verifies and reviews forms, reports, and documentation for validity and completeness and conformance with established regulations and procedures; applies departmental policies and procedures in determining completeness of applications, records, and files.• Interprets, explains, and provides general information regarding department policies, procedures, and regulations; responds appropriately to complaints, requests for information and service in person and by phone, and coordinates work with other City staff and departments.• Attends necessary training and shift briefing sessions.• Performs Property and Court Specialist duties as required.• Performs other duties as assigned.

Qualifications

Knowledge of

- Functions, principles, and practices of law enforcement agencies.
- Local, state, and federal law enforcement databases.
- Principles and practices of law enforcement records processing and maintenance.
- Basic techniques for evidence and property processing and storage, including chain of custody procedures.
- Principles and practices of data collection and report preparation.
- Business arithmetic and basic statistical techniques.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to

- Perform responsible clerical support work with accuracy, speed, and increasingly less direct supervision.
- Learn to and independently perform the full range of duties involved in the processing of various legal documents, records, and reports.
- Learn, operate, and maintain law enforcement records information management systems.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Learn to document, maintain the physical integrity and control and the chain of custody of, and properly store, release, and purge property and evidence.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
- Compile and summarize information to prepare accurate, clear, and concise reports.
- Organize, maintain, and update office database and records systems.
- Make accurate arithmetic and statistical computations.
- Organize own work, set priorities, and meet critical deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective 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.
- One (1) year of responsible general office clerical and/or dispatcher experience for a municipal or county government or public safety agency.

Licenses and certifications

- None

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 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 up to 25 pounds.

Environmental elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and exposure to hazardous physical substances. Employees may be exposed to blood and other biological/infectious

agents when handling and disposing of evidence. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.