

SENIOR POLICE RECORDS SPECIALIST

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



Definition
Under general supervision, plans, schedules, assigns, and participates in the work of staff responsible for performing a variety of general administrative, clerical, and customer service duties within the Police Department; assignments involve processing various documents, permit applications, records, and reports and maintaining departmental databases; provides training for all department staff on records maintenance systems, policies and procedures; runs monthly crime statistics; and performs related work as required.
Supervision received and exercised
Receives general supervision from the Technical Services Manager. Exercises technical and functional direction to police records staff.
Class characteristics
This is the lead-level, training officer 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, as well as providing training to all department staff on records maintenance systems, policies and procedures. In addition, incumbents provide technical and functional direction to, as well as scheduling for, assigned staff. This class is distinguished from the Technical Services Manager in that the latter has management responsibility for communications and records management operations and related programs of the Police Department.
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">• Plans, schedules, prioritizes, assigns, and participates in the work of police records staff; develops schedules in consultation with the Technical Services Manager; communicates status of activities to appropriate personnel, working cooperatively to schedule assignments in accordance with established and special operational priorities.• Inspects and evaluates work in progress and upon completion to assure that records maintenance activities are performed in accordance with departmental procedures and policies and legal requirements.• Serves as Training Officer by conducting comprehensive training of all departmental staff on records maintenance procedures and policies, as well as in the operation and use of the records information management system; creates and updates training manuals; implements training procedures and standards; maintains training records.• Researches, compiles, and organizes information and data related to operations of the Police Department; completes audits of records; prepares and assembles reports and other informational materials for the Police Chief, public and others as requested.• Participates in the work of staff responsible for processing cases in the records information management system including 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.• Receives court orders to seal records, searches records information management system and hard copy files, and compiles and seals records in accordance with established procedures.• Acts as system administrator for assigned technology systems and software including creating users, setting passwords and security, and creating training manuals.• 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, including reviewing and redacting information before 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

- Basic principles of supervision and training.
- Functions, principles, and practices of law enforcement agencies.
- Local, state and federal law enforcement databases.
- Methods and techniques of developing training materials.
- 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

- Plan, schedule, assign, and oversee activities of records maintenance personnel.
- Inspect the work of others and maintain established quality control standards.
- Train others in proper work procedures.
- Identify and implement effective course of action to complete assigned work.
- Oversee and independently perform highly responsible clerical support work with accuracy and speed and under general supervision.
- Oversee and perform the full range of duties involved in the processing of various legal documents, records and reports.
- 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.
- 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.
- Three (3) years of records maintenance experience equivalent to a Police Records Specialist at the City.

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.