



## POLICE RECORDS CLERK I/II

### DEFINITION

Under direct or general supervision, performs a wide variety of general, technical, and clerical records support duties, including maintenance of records and files, processing of data and reports, providing support to sworn personnel, and providing information to the public, outside agencies and departmental staff; and performs related duties, as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Exercises no direct supervision over staff.

**Police Records Clerk I:** Receives direct supervision from the Police Records Supervisor.

**Police Records Clerk II:** Receives general supervision from the Police Records Supervisor.

### DISTINGUISHING CHARACTERISTICS

**Police Records Clerk I:** This is the entry-level classification in the Police Records Clerk series. Initially under close supervision, incumbents with basic experience learn City systems, operations, practices, policies, and procedures. As experience is gained, assignments become more varied and are performed with greater independence. Assignments may vary with the skill and training of the incumbent. Positions at this level usually perform most of the duties required of the positions at the II-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods.

**Police Records Clerk II:** This is the journey-level classification in the Police Records Clerk series. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned, working independently, and exercising 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. Work is normally reviewed upon completion and for overall results.

Positions in the Police Records Clerk class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

### 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.*

*Some duties may be performed by positions at the entry (I) level in a learning capacity:*

- Performs a wide variety of complex document management duties related to confidential police reports, law enforcement records, court requirements, subpoenas, police records, registrant and permit files.

- Processes and/or prepares documentation, maintains and retrieves a high volume of police data, reports and records of criminal investigations, arrests, accidents, complaints and incidents; Collects and prepares documents for arrests and citations; forwards documents to appropriate department, unit, and court. indexes a wide variety of violations and notifications; compiles and distributes complaints; and books information, fingerprint cards, and other law enforcement reports.
- Accesses State of California Law Enforcement and Telecommunications System (CLETS) and National Law Enforcement Systems to enter, modify, update and retrieve data.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and unit policies and procedures in determining completeness of applications, records, and files.
- Performs court liaison duties, including interacting with the District Attorney's office, their staff, judges, attorneys, and public defenders; respond to discovery and evidence requests and subpoenas.
- Performs a variety of customer services functions related 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.
- Enters a variety of statistical data and reporting into computer systems with a high degree of accuracy.
- Assembles and compiles information for a variety of departmental, State mandated, and statistical reports, including verifying accuracy, completing reports, and maintaining files.
- 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, forwarding written complaints against personnel, 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, preparing court packages, processing restraining orders, and distributing incoming mail; sorts, files, copies, and distributes a variety of documents; maintains a variety of filing systems; and participates in the registration services, including registration of drug offenders.
- Collects fees for various police services; balances and reconciles daily cash receipts.
- Provides basic research assistance to officers and other law enforcement personnel as requested.
- Performs other related duties as assigned.

### **JOB-RELATED QUALIFICATIONS**

*Some knowledge and abilities may be demonstrated by positions at the entry (I) level in a learning capacity:*

#### **Knowledge of:**

- Principles and practices of law enforcement agencies.
- Police terminology and law enforcement codes.
- Techniques, methods, and processes of police record management and retrieval.
- Business arithmetic and basic statistical techniques.
- Basic principles of record keeping and cash handling.
- Operation of multiple telephone lines and radio systems.
- Record keeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task

coordination.

- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

**Ability to:**

- Enter data into a computer system and prepare written materials with sufficient speed and accuracy to perform the work; type 45 words per minute.
- Handle large volumes of work accurately and within compressed timeframes.
- Make accurate arithmetic and statistical calculations.
- File and maintain automated and hardcopy records with accuracy.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Understand, interpret, explain, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- 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 graduation from the twelfth (12<sup>th</sup>) grade.

Police Records Clerk I: One (1) year of general clerical experience.

Police Records Clerk II: Two (2) years of experience performing duties similar to those of a Police Records Clerk I.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.
- Possession of a valid CLETS (California Law Enforcement Telecommunication System) certification is desired.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access,

enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as 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 with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

### **ENVIRONMENTAL CONDITIONS**

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. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.