

CITY OF IRWINDALE

POLICE RECORDS CLERK

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, performs a wide variety of general and specialized office support, and clerical work in support of the Police Department; collects, records, transcribes, maintains, edits, and retrieves confidential law enforcement data and information; performs a variety of record keeping functions including processing police reports; receives and provides assistance to the public at the front counter and over the telephone; reviews, processes, and distributes police report files and related documents; and provides support and assistance to other non-sworn functions and activities of the Police Department.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Performs a wide variety of law enforcement support duties related to collecting, recording, transcribing, maintaining, processing, editing, retrieving, and distributing technical and confidential law enforcement data and information including police reports, citations, warrants, protective orders, and subpoenas.
2. Enters, maintains, and retrieves data, reports, and information into and from a variety of automated law enforcement records systems; validates selected records from the Department of Justice files including warrants, stolen vehicles, and missing persons.
3. Enters citations, cases, dispositions, and other pertinent information into the appropriate database; submits information to appropriate parties.
4. Assists individuals at the front counter; provides vehicle release forms and copies of police reports as appropriate, gathers information regarding incidents, and answers general questions.
5. Processes case reports including traffic accidents; prepares and logs reports; processes all reports to be forwarded to proper individual or agency.
6. Enters and updates parking citations in the database; updates payment information; creates and distributes notices; places and releases Department of Motor Vehicle (DMV) holds as appropriate.
7. Verifies warrants and notifies defendants of outstanding warrants; updates database.
8. Assists with police file and record management; scans reports; assists in the implementation of file record management systems and programs.
9. Photocopies and distributes crime, incident, arrest, and accident reports to the general public and various agencies.
10. Collects checks and cash for reports, vehicle releases, fingerprinting, VIN, case reports, and other matters; maintains appropriate ledgers; prepares and issues receipts.
11. Assists other departmental and City personnel with administrative and office support functions; faxes materials to other agencies; maintains accurate records; maintains various log books; receives packages and opens and distributes mail.
12. Assists, provides information, and responds to questions and concerns from the general public,

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departmental staff, and other agencies in person and by telephone; answers and responds to calls on multiple phone lines; forwards calls to appropriate personnel; takes and provides phone messages.

13. Maintains records of false alarms; issues notices of chronic alarms and collects fines.
14. Types correspondence, reports, forms, and other confidential and specialized documents from drafts, notes, dictated tapes, or brief instructions; composes letters and other documents as necessary.
15. Live Scans all new City employees, and fills out necessary forms.
16. As needed, assists Dispatcher/Clerks with emergency and non-emergency calls, radio traffic, and entering calls for service.
17. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Modern office procedures, methods and equipment including computers.

Law enforcement records management principles, procedures, techniques, and equipment.

Basic police terminology.

Public and agency desk procedures and methods for providing services and information including those related to collecting, maintaining, and releasing information, files, and documents.

Pertinent federal, state, and local laws, codes, and regulations and department rules, policies, and procedures.

Customer service principles and practices.

Methods and techniques of proper phone etiquette.

Computer applications such as word processing, spreadsheet, and database applications.

Automated law enforcement information systems and procedures.

Computer aided dispatch system.

Principles and procedures of record keeping and filing.

Mathematical principles.

Basic principles of business letter writing and basic report preparation.

English usage, spelling, grammar, and punctuation.

Ability to:

Understand the organization, operation, and services of the City, the Police Department, and of outside agencies as necessary to assume assigned responsibilities.

Understand, interpret, and apply general administrative and departmental policies and procedures.

Perform a variety of law enforcement office support and clerical duties and activities of a general and specialized nature for the Police Department.

Compile, maintain, process, and prepare a variety of records and reports.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

Exercise good judgment in maintaining critical and sensitive information, records, and reports.

Read, understand, and review documents for accuracy and relevant information.

Use applicable office terminology, forms, documents, and procedures in the course of the work.

Use sound judgment in following and applying appropriate laws, regulations, policies, and procedures.

Organize and prioritize work assignments.

Deal successfully with the public, in person and over the telephone.

Respond to and resolve difficult and sensitive citizen inquiries and complaints.

Courteously respond to community issues, concerns, and needs.

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Understand and follow oral and written instructions.
Operate and use modern office equipment including a computer and various software packages.
Operate specialized automated law enforcement information systems including public safety computer systems to access and maintain data.
Use and operate communications equipment.
Type and enter data accurately at a speed necessary for successful job performance.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.
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Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

Two years of responsible clerical law enforcement work.

License or Certificate:

Possession of an appropriate, valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Work is performed primarily in a standard office environment with extensive public contact and constant interruptions.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

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Ralph Andersen & Associates