AUGUST 2020
FLSA: NON-EXEMPT

POLICE RECORDS TECHNICIAN

DEFINITION

Under general supervision, performs a variety of specialized clerical and technical duties involved in processing various police records and reports; receives, enters, researches, and assimilates data in a records management system and other database systems; performs public counter support; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management or supervisory personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey level classification is responsible for independently performing the full range of technical police record processing and maintenance duties in support of the Police Department. Positions at this level exercise judgment and initiative in their assigned tasks, 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 Police Administrative Manager in that the latter is the full supervisory-level class responsible for organizing, assigning, supervising, and reviewing the work of staff involved in administrative support of police operations.

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.

- Performs a variety of customer service functions applicable to police department operations including records release and maintenance, receiving, responding to, and entering requests for police reports and screening and forwarding telephone calls.
- Provide initial non-emergency contact with the public and representatives of other agencies for the department at a public counter, over the telephone, or at the scene of an incident or event.
- Provides general information regarding department policies, procedures, requests for information, and requests for service in person and by telephone, and coordinating work with other City departments.
- Process citations including dispositions, parking citations, administrative citations, moving citations, warrants and bonds.
- 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 and completion of reports and maintaining files.
- Collects and provides receipt of balance fees received for Police Department services including vehicle releases, CCW permits, VIN verifications, and clearance letters.
- Composes, types, formats, and proofreads a variety of routine reports, letters, documents, and memoranda; checks drafts for punctuation, spelling, and grammar and suggests corrections.

- 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 a variety of administrative support duties, including answering and directing telephone calls, processing mail, preparing court packages, sorts, files, copies, and distributes a variety of documents.
- Provides research assistance to officers and other law enforcement personnel.
- Assists with facilitating the receipt, custody, safekeeping, release, purging and destruction of all property and evidence received through the Police Department; keeping appropriate records in accordance with legal and departmental requirements; and testifying in court when necessary.
- Observes and complies with City and mandated safety rules, regulations and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, methods, and techniques of law enforcement agencies.
- Police terminology and law enforcement codes.
- Principles, practices, methods, and techniques of records management, including records disbursement procedures.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- Business arithmetic.
- Research and reporting methods.
- Legal obligations with respect to the release of data and reports.
- Record keeping principles and procedures.
- City and mandated safety rules, regulations and protocols.
- 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, including computers and software programs relevant to work performed.

Ability to:

- Interpret, apply, and explain applicable Federal, State, and local codes, regulations, policies, technical processes, and procedures.
- Enter data into a computer system and prepare written materials with sufficient speed and accuracy to perform the work.
- Make accurate arithmetic and statistical calculations.
- File and maintain automated and hardcopy records with accuracy.
- Maintain confidentiality of data encountered in the source of work.
- Compile and summarize information.
- Research a variety of topics in assigned areas of responsibility.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- 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.
- Effectively use computer systems, software applications relevant to work performed, 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.

- 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:

Education:
Equivalent to the completion of twelfth (12^{th}) grade.

Experience:
Two (2) years of responsible general office administrative or clerical experience, preferably in a law enforcement environment.

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 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 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 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.