Position: Police Records Specialist	OCPEA
Department: Police	FLSA: Non-exempt
Evaluated by: Police Records Manager	See Police Salary Schedule

Summary

Performs a variety of secretarial duties of a routine and repetitive nature involving the application of modern office procedures. Work may involve interpretation and application of departmental procedures and regulations to other personnel and the general public. Serves as a receptionist for the department, which involves extensive personal and telephone contact with the general public, frequently under hostile and sensitive circumstances. Works with and is responsible for the security of highly confidential information.

SUPERVISION RECEIVED:

Works under the direction of the Records Unit Manager and his/her designee.

SUPERVISION EXERCISED:

Supervision of other employees is not a normal responsibility of a person in this job classification, except in training of newly hired staff members.

Essential Duties and Responsibilities

- Serves as departmental receptionist or counter clerk, answering telephone calls and inquiries from the public, providing general information, forms and documents to the public. Refers callers to appropriate department or agency.

- Performs a variety of clerical duties including: computer entry of Police reports, filing, processing traffic citations, distributing of reports, transcribing tape recorded supplemental reports and interviews with suspects and/or witnesses as requested by officers in the department, providing record information to authorized members of the City and other governmental agencies, and processing vehicle tow releases.

- Within established guidelines, interprets laws, regulations, policies and procedures in order to obtain from or provide information to other work units, organizations, or the public.

- Persons employed in this classification will be required to work early morning, late evening and weekend shifts.

- Processes insurance requests, completes juvenile expunction orders, maintains Law Enforcement Data System record keeping and validations for the department, and maintains officer subpoena logs.

Qualifications

- **Knowledge Skills and Abilities**

Knowledge of proper grammar, spelling, proofreading and modern office procedures. Ability to enter data information in a computer program accurately. Proficient in the operation of a computer terminal, typewriter, and transcription equipment. Ability to file alphabetically and numerically. Knowledge of LEDS and NCIC systems preferred. Basic knowledge of Word, Excel, and Access would be useful.

Ability to communicate effectively both orally and in writing. Ability to work flexible hours including varied shifts. Ability to maintain specialized and confidential records. Ability to organize workload, handle multiple demands and tasks, and follow office procedures using good, independent judgment.

Ability to establish and maintain harmonious working relationships with other agencies, officials, employees, and the ability to deal firmly but courteously with the general public.

- **Experience and Training**

Three years of current experience in a secretarial position involving typing, record keeping, filing, receptionist, and transcription work. Preference will be given to applicants with experience working for a law enforcement agency or with LEDS and NCIC training. Graduation from high school or an equivalent GED certificate.

Any other satisfactory combination of experience and training that insures the ability to perform the work required may be substituted for the above.

- **Special Note**

Persons employed in this classification will be subject to a background investigation. Prior criminal history or other factors that would reflect discredit upon the department will be reason for disqualifying that individual from further consideration for employment.