

## POLICE RECORDS SPECIALIST I

### DEFINITION

Performs a variety of general clerical and customer service duties involved in the maintenance, processing, and distribution of Police records; serves as call-taker and/or assists in dispatching units; performs directly related work as required.

### DISTINGUISHING CHARACTERISTICS

The principal function of an employee in this class is to perform a variety of general clerical and customer service duties involved in the maintenance, processing, and distribution of Police records. The work is performed under the supervision and direction of higher level staff as assigned, but some leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all others contacted in the course of work. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons infected with communicable diseases.

### EXAMPLES OF DUTIES (Illustrative Only)

- Performs a variety of customer services functions applicable to records release and maintenance, including receiving, responding to, and entering requests for police reports and safekeeping of property, collecting fees, issuing visitor badges, 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 blanking out confidential information when required.
- 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 and clerical duties, including preparing and balancing cash receipts journal, distributing incoming mail, receiving and processing payments or notices of non-payment, processing restraining orders, transcribing taped statements by officers, witnesses, suspects, and victims; sorting, filing, copying, and distributing a variety of documents; maintaining a variety of filing systems; and participating in the registration of a variety of services.

EXAMPLES OF DUTIES: (Illustrative Only) Continued

- Processes registrants for sex, drug, arson, and violent predator crimes, including gathering all necessary paperwork and information, verifying identity and familiarity with current rules and regulations, and updating files as required;
- Serves as court liaison clerk, including collecting and preparing documents for all arrests and citations; forwarding documents to appropriate department, division, and court; indexing a wide variety of violations and notifications; compiling and distributing complaints; and booking information; fingerprint cards, photographs, and other law enforcement reports.
- Receives, records, and distributes service subpoenas, including receiving information for cancellation of court appearance, tracking subpoenas to ensure they have been served or canceled, and replying to court as needed.
- Processes parking citations, revenue, and arbitrations, including verifying accuracy of information, collecting daily revenue, issuing payment receipts, sending delinquent accounts to collections, and updating citation status in computer database;
- Indexes all traffic violation citations and/or reports them into applicable computer systems.
- • Serves as department Call Taker, and/or dispatches units.
- Performs background checks upon request for employment purposes;
- Provides research assistance to officers and other law enforcement personnel as requested.
- Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems.
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas.
- Responds to questions and comments from the public in a courteous and timely manner.
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities.
- Performs other directly related duties consistent with the role and function of the classification.

## QUALIFICATIONS

### Knowledge of:

- Some knowledge of applicable Rio Dell Police Department and City of Rio Dell codes, policies, and procedures, including the California Vehicle Code, Penal Code, Welfare and Institutions Code, Health and Welfare Code, and the Rio Dell Municipal Code.
- Some knowledge of applicable processes of record management and retrieval.
- Some knowledge of modern office methods, practices, and procedures.
- Some knowledge of call-taking and/or assisting in dispatching.

### Skill in:

- Interpreting and applying laws, codes, policies, and procedures related to the processing of law enforcement documents.
- Maintaining complete and accurate records and files.
- Working with individuals from a variety of socioeconomic backgrounds.
- Performing a full range of specialized public safety clerical work with minimal supervision.
- Serving as call-taker, and/or assist in dispatching units.
- Communicating effectively with others, both orally and in writing, using both technical and non-technical language.
- Understanding and following oral and/or written policies, procedures, and instructions.
- Operating a personal computer using standard or customized software applications appropriate to assigned tasks.
- Using logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.
- Performing a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines.
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology.
- Exercising integrity, ingenuity, and inventiveness in the performance of assigned tasks.

Valid Class C California State Driver's license.

Certification(s) specific to functional areas of assignment may be required.

For continued employment and promotion to the II level, must successfully complete a twelve-month probationary period, obtaining and demonstrating the required knowledge, skills, abilities, and experience, and meeting pre-identified criteria for promotion.

Desirable Education and Experience:

Any combination of training and/or experience which is equivalent to:

- High School Diploma or equivalent.
- At least one year of related experience.