



**AUGUST 2017**  
**FLSA: NON-EXEMPT**

## **POLICE RECORDS SPECIALIST**

### **DEFINITION**

Under general supervision, performs specialized administrative, clerical, and customer service duties in support of the Police Department, including the receipt, maintenance, filing, and dissemination of police records, case files, and related information; maintains complex internal automated record systems and accesses and updates state and federal criminal history data systems and reporting systems; acts as a cashier for the department; assists callers and visitors by supplying information or directing requests; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the shift watch commander and program oversight from Support Services Commander. Exercises no direct supervision.

### **CLASS CHARACTERISTICS**

This is a non-sworn class which performs duties directly related to police records functions, including data entry and retrieval, preparation of cases for court, warrant processing, considerable public contact in person or by telephone, preparation of reports, and fingerprinting. This position requires knowledge of statutes governing confidentiality of police records and potential liability involved with same, and use of interpersonal skills in dealing with persons with varying temperaments and emergency situations. This class is distinguished from other City office support classes in that the work requires knowledge of law enforcement and dispatching policies and procedures in addition to standard office support skills.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the rights 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.*

- Types, originates, formats, proofreads, and distributes logs and forms such as memoranda, form letters, envelopes, police clearances, licenses and permits, declarations, court appearance calendars, and misdemeanor complaints.
- Monitors automated storage queue for incoming documents and processes according to priority; proofreads documents for accuracy and completeness.
- Enters a variety of information such as personal identifiers, vehicle information, property descriptions, serial numbers, criminal offense codes, tattoos, and other information from several different types of documents into the automated Records Management System (RMS).
- Performs complex automated quality control verification that all system required information is entered into the RMS from police reports.

- Scans hard copy documents into automated RMS; indexes various fields, and routes for electronic distribution to the investigative unit.
- Determines requests that require detective approval; forwards and maintains log for tracking and follow-up.
- Codes crime reports using national Uniform Crime Reporting (UCR) standards which includes offense and property codes.
- Maintains database and provides information for statistical reports on criminal activity, crime analysis, tracking offenders, management of records, workload distribution, tracking officer activity, and special requests as required.
- Enters and updates data into the State and FBI computer databases such as California Law Enforcement Telecommunications System (CLETS), National Crime Information Center (NCIC), URSUS, and applicable data base for stop data as required by the California Racial and Identity Profiling Act of 2015 (AB953).
- Consults legal and governmental resource materials as needed.
- Accesses federal, state, and local law enforcement information databases to obtain and enter information regarding outstanding warrants, criminal history, missing persons, stolen and found automobiles and property, records information, weapons, and related data; relays such information to sworn staff.
- Provides initial non-emergency contact with the public and representatives of other agencies for the requesting of police records or for fire or related services at a public counter or over the telephone on a regularly assigned basis; determines the nature of the contact; provides factual information regarding services, policies, and procedures, or directs the caller to the proper individual or agency.
- Provides applications for a variety of permits and licenses to the public; explains policies and procedures and processes completed forms.
- Processes warrants and subpoenas, confirming information provided; maintains status and disposition records and notifies appropriate agencies as required.
- Maintains confidentiality of all criminal and other sensitive information reviewed and processed in the course of work.
- Prepares and processes a variety of reports and records and, following established procedures, distributes to the proper individual or agency, such as the District Attorney, City Attorney, Probation Department, or court; files reports and maintains automated or manual logs of departmental actions.
- Maintains accurate departmental and law enforcement records and files; researches and compiles information from such files.
- May, as assigned or directed, assist dispatch personnel in providing emergency contact with the public.
- May, as assigned or directed, provide training and technical assistance to other employees assigned to the records function.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic functions, principles, and practices of law enforcement agencies.
- Police terminology and law enforcement codes.
- Business letter writing and the standard format for correspondence and reports.
- Business arithmetic techniques.
- English usage, grammar, spelling, vocabulary, and punctuation.

- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to modern police recordkeeping procedures.
- Techniques, methods, and processes of police record management and retrieval.
- Rules and regulations pertaining to records release.
- Modern office practices, methods, and computer equipment and applications related to the work.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

**Ability to:**

- Participate in police records maintenance activities and related projects.
- Work independently for extended shifts.
- Enter data into a computer system or terminal and prepare written materials with sufficient speed and accuracy to perform the work.
- Learn, interpret, apply and explain applicable federal, state, and local codes, regulations, policies, technical processes, and procedures, including police terminology and law enforcement codes.
- Make accurate arithmetic calculations.
- Make sound, independent decisions within established policy and procedural guidelines.
- Compile and summarize information to prepare clear and accurate reports in a timely manner.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Operate modern office equipment including computer equipment and software programs.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- 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, which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to graduation from high school. Experience providing general clerical support and experience in a law enforcement setting including customer service is required. Must be able to type a minimum of 35 words per minute.

**License and Certifications:**

- Must possess a valid California Class C Driver's License and a satisfactory driving record.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office and law enforcement communications equipment; stamina to maintain attention to detail and work on a computer for an extended period of time; 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 and walking between work areas may be

required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter 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 setting with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with challenging staff and/or public and private representatives in interpreting and enforcing program 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.

### **WORKING CONDITIONS**

Must pass a detailed background investigation, including polygraph testing, psychological testing, and a medical exam. May be required to work holidays, weekends and off-hours shifts; may be required to work for extended shifts in relief or emergency situations.