

Position Description	
Position: Police Records Specialist	OCPEA
Department/Site: Police / Robert Libke Safety Building	FLSA: Non-Exempt
Evaluated by: Support Captain	Salary Grade: Police Records Specialist

Classification Summary

The Police Records Specialist will provide customer service for the Police Department, which can involve extensive in-person and telephone contact with the general public, often under sensitive circumstances. The Police Records Specialist will remain calm and solution-oriented at all times. The Police Records Specialist performs a variety of moderately difficult to complex tasks in support of Police activities. Work may involve interpretation and application of departmental procedures and regulations to other personnel and the general public. The Police Records Specialist works with and is responsible for the security of highly confidential information and demonstrates an ability to effectively communicate and cooperate with fellow employees, outside government agencies, community organizations, and the public to carry out individual and department responsibilities.

SUPERVISION RECEIVED:

Works under the direction of the Support Captain.

SUPERVISION EXERCISED:

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

Typical Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties or specific tasks that may be assigned to a particular position. The incumbent may perform a combination of some or all the following duties:

- Performs a variety of complex, moderate, and routine technical and administrative functions in support of the Police Department. Within established guidelines, interprets laws, regulations, policies, and procedures to provide information to other work units, organizations, or the public.
- Provides consistent, solution-oriented customer service for the department, including but not limited to greeting customers, answering telephone calls and inquiries from the public, providing general information, forms and documents to the public, and referring callers to appropriate department or agency.
- Required responsibilities include thorough understanding of the Records Management System (Mark43), Law Enforcement Database System (LEDS), Computer Aided Dispatch (CAD), and the National Incident-based Reporting System (NIBRS).

- Read, interpret, classify and code information contained in police reports. Calendar officer subpoenas, process public records requests, distribute reports and record information to prosecutors, outside law enforcement, authorized members of the City and other governmental agencies.
- Respond to Police Officer requests by telephone, email, CAD and in person. Handle confidential and sensitive information and records.
- May perform other duties as assigned.
- Individuals employed in this classification will be required to work dayshift.
- With a high level of accuracy, queries, enters, confirms, clears, and locates critical items in LEDS including warrants, criminal histories, stolen vehicles, and/or articles, missing persons, etc. Maintains LEDS record keeping and validations for the department.

Minimum Qualifications

Knowledge, Skills, and Abilities

The position requires specialized knowledge of and the skills and abilities to carry out:

- Knowledge of clerical practices, procedures, and equipment. Ability to enter and retrieve data accurately and efficiently. Knowledge of LEDS systems is preferred. Basic knowledge of Adobe, Word, Excel and Outlook.
- Ability to communicate effectively both orally and in writing. Ability to organize workload, handle multiple demands and tasks, and follow office procedures using good, independent judgment efficiently and effectively. Demonstrate professionalism, ability to multi-task, and proficient time management.
- 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. Ability to remain calm when assisting challenging customers or people in crisis.

Education, Training, and Experience

- Strong candidates are expected to have three years of current experience in a receptionist or clerical position involving typing, record keeping, and filing work. Preference will be given to applicants with experience working for a law enforcement agency or with LEDS training. Obtain LEDS certification within three months of employment. Graduation from high school or an equivalent GED certificate.
- Any other satisfactory combination of experience and training that ensures the ability to perform the work required may be substituted for the above.

Other Requirements

- Must pass 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.
- Valid driver's license required.

Working conditions/Physical and Mental Demands

Incumbent must be able to frequently sit, stand, bend, kneel, stoop, communicate, reach, and manipulate objects. The position requires mobility including the ability to move materials weighing up to five pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials such as event supplies weighing up to 50 pounds with proper safety tools. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computers, keyboards, telephones, calculators, and standard office equipment. Work is primarily performed in an office environment but there may have exposure to adverse weather conditions related to outdoor recreation events. Individuals with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitations. Requires ambulatory ability to sit, walk, to move about office and city environments, and to lift and carry lightweight materials on an infrequent basis.

This job/class description describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.