

CITY OF CLOVERDALE
POLICE RECORDS TECHNICIAN
(Formerly Support Services Supervisor)

Job Description

DEFINITION

Under general supervision, supervises and participates in the preparation, processing, and management of police records; acts as the custodian of Police Records; performs tasks related to the security of the automated criminal information system; provides confidential secretarial support to the Chief of Police; performs related duties as required.

CLASS CHARACTERISTICS

The Police Records Technician reports to Chief of Police and/or the Police Lieutenant and is a non-sworn position/class responsible for the supervision of records, and other services. In addition, the incumbent is responsible for providing confidential secretarial support to the Chief of Police.

ESSENTIAL FUNCTIONS

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Prepares, process and files police records for prosecution/discovery; maintains security of police records, ensuring that information is released in accordance with related laws and department policies; processes a wide variety of police records, reports, and materials, including arrest reports, warrants, citations, crime and traffic reports, fingerprint cards, and mug shots; proofreads materials and ensures that all pertinent information is included.

Answers assigned direct telephone line providing information and/or routing persons to appropriate party; assists department personnel and the public in person and by phone; releases requested reports and related information to the public or to outside agencies in accordance with established regulations; provides general information regarding department policies, procedures, and regulations.

Operates computer terminals and teletype to enter, modify, and retrieve data such as stolen and recovered property, driver's license and vehicle registration information, warrants, and detective supplements; conducts record checks and researches files for requested information; enters crime and non-criminal reports into the database including detailed information on names, property and vehicles; ensures the accuracy of uniform crime reporting codes on crime reports and for the preparation of monthly reports.

Accepts subpoenas; receives fees; prepares receipts, standard forms, and records in accordance with established procedures. Responsible for internal process of subpoena service to the employees both criminal and civil, completes affidavits and certifications, documenting the service and notifying the court.

Compiles statistical data and prepares routine reports; conducts records audits for assigned staff and performs other routine and administrative tasks as assigned.

Develops, administers, and conducts training programs in police record keeping, office procedures, and forms processing for Police Department personnel.

Responds to inquiries and resolves complaints; provides information to the public in accordance with established laws, codes, regulations, and policies; responds to departmental subpoenas by reviewing/gathering necessary documents and ensuring that required forms are completed and mailed

serves as "custodian of records" and testifies in court as needed.

Registers and processes individuals required by law to register as sex offenders, narcotics offenders and arsonists; maintains confidential files; adds photographs and data to Department of Justice Database CSAR, conducts follow ups annually of sex offenders.

ESSENTIAL FUNCTIONS (Continued)

As the Agency's SPOC (Security Point of Contact) for the State/Federal Departments of Justice Automated Criminal Information Systems; performs periodic security checks, assigns user privileges, and acts as end user liaison to the service provider.

Advises, and otherwise provides assistance to other department personnel regarding records activities or the operation of automated records systems; provides liaison to other law enforcement agencies regarding records related inquiries.

Provides confidential secretarial support to the Police Chief and staff; prepares department payroll and maintains records of overtime, vacation and sick leave; orders and maintains office supplies; operates a variety of office equipment;

QUALIFICATIONS GUIDELINES

Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills and abilities necessary for satisfactory performance. Example combinations include equivalent to graduation from high school supplemented with college course work in records management; and two years of increasingly responsible experience in police records maintenance or four years of law enforcement related secretarial experience.

Knowledge, Skills and Abilities

Considerable knowledge of the principles and practices of law enforcement records management; computerized systems used in municipal law enforcement agencies; laws, codes, regulations, and policies relating to the control of police records; basic principles and operating characteristics of law enforcement communications systems; principles, regulations and laws relating to records management; procedures and techniques of budget preparation and administration; general office procedures; methods and techniques of supervision; computer operations including word processing and spreadsheet programs.

Ability to communicate clearly and concisely, both orally and in writing; research and prepare reports; effectively manage police records and other police related services; meet the public in situations requiring diplomacy and tact; select, train, supervise and evaluate employees; deal constructively with conflict and develop effective resolutions; make decisions regarding operational and personnel functions; operate programs within allocated amounts; respond to emergency and problem situations in an effective manner; understand, explain and apply policies and procedures; analyze unusual situations and resolve them through application of management principles and practices; develop and implement record management inventory control and communications systems; deal constructively with conflict and develop effective resolutions; use and edit for correct grammar, punctuation and spelling.

Special Requirements

Provide dispatching assistance as needed during breaks.

PHYSICAL PROFILE:

CATEGORY I - LIGHT PHYSICAL EFFORT

DEFINITION

Positions in this category require normal physical abilities associated with the ability to read, write and communicate in a work environment requiring no extraordinary physical strength or special physical qualifications.

CHARACTERISTICS

Work assignments for this category are normally located in a work environment which has no unusual physical requirements or environmental conditions, unless separately identified. Positions in this category require only light physical effort while performing such functions as typing, writing, filing computing, operating light office equipment, interviewing, counseling, researching, planning, analyzing, and supervising. Positions allocated to this category are distinguished by a lack of duties involving strenuous activities. These positions seldom lift more than 20 pounds.

OTHER FACTORS

Reaching: Reaching above the shoulders to place and/or retrieve objects.

Sitting: Ability to sit with little movement for prolonged periods of time (Usually a minimum of two or more hours per day).

Color Vision: Ability to identify and distinguish colors