

## JOB SPECIFICATION

### CLASS TITLE

POLICE RECORDS SPECIALIST

### ADOPTION

RESOLUTION NO.

7947

EFFECTIVE DATE

08/19/19

FLSA DESIGNATION

NON-EXEMPT

### GENERAL PURPOSE

Under general supervision, leads and participates in the work of employees engaged in records management support functions in the Police Department; operates computerized records management and ancillary equipment in the processing of confidential and varied reports and data into records management systems; validates information and verifies accuracy of data; performs public counter duties including accepting payments; oversees Live Scan fingerprinting and background checks; and performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS

A Police Records Specialist is the advanced journey and working lead-level classification in the Police Records series. In addition to performing the full range of journey-level and advanced skilled duties, incumbents serve as the working lead person of Police Records staff, coordinating and overseeing their work and providing guidance and training as they carry out public counter, office/clerical and police records management duties. Incumbents work with limited supervision and exercise independent judgment to ensure employees complete assigned tasks and responsibilities within a broad framework of established policies, procedures and objectives. Work requires a high degree of proficiency in processing a substantial volume of diverse detailed documents and reports with a high degree of speed and accuracy.

Employees in this class typically report to the Police Records Administrator and provide lead work direction to Police Records Assistants and Police Junior Cadets assigned to Records. Police Records Specialist is distinguished from Police Records Administrator in that an incumbent in the latter class manages the Records Bureau and the Junior Cadet program.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Leads, provides work guidance and direction and participates in the work of unit members; participates in scheduling, assigning and monitoring work of other employees for completeness, accuracy and conformance with City and departmental standards; provides information, instruction and training on work processes, proper uses of equipment and safe work practices; provides input to supervisor on employee work performance and behaviors; estimates personnel, equipment and material requirements for assigned jobs; may order work materials and supplies; assists in ensuring a fair and open work environment in accordance with the City's commitment to teamwork, mutual trust and respect
2. Oversees the operations of the Police front counter and assists visitors with a variety of information relating to Police Department activities; performs public-relations duties over the phone, in person and



**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- online; provides information and handles issues that may require sensitivity and use of tact and independent judgment; researches requests or complaints and refers matters to appropriate staff and/or takes or recommends action to resolve issues; provides information regarding Police Department policies, procedures, programs and services; directs the public to appropriate resources both internally and externally; assists police officers with victim assistance; participates in the coordination and implementation of a number of community outreach events.
3. Receives, scans, processes and files a variety of complex documents including accident, crime and arrest reports, criminal and traffic warrants and related police documents according to established legal guidelines; runs warrant checks; copies and distributes information to appropriate department staff, other law enforcement agencies, the public and other employees according to local, state and federal guidelines; redacts information as required; updates, maintains and processes information on sex, arson and narcotics registrants.
  4. Accesses local, state and national law enforcement telecommunications systems to enter, modify, update and retrieve data regarding stolen, lost or recovered property, including autos; confidential information such as drivers' licenses, vehicle registration information and warrants; traffic citations; juvenile arrests; missing, abducted and at-risk missing persons; and entry of all-points bulletins; transmits fingerprint cards and/or operates Live Scan equipment as necessary; validates data entry accuracy of co-workers and corrects errors within levels of authority.
  5. Makes automated notifications to the Department of Justice and state-mandated programs and manages local supporting files; assists CLETS agency terminal coordinator in enforcing system compliance laws and carrying out validations and audits within time limits prescribed by the Department of Justice.
  6. Transcribes, types and/or proofreads officer reports; verifies accuracy of classifications, names and numbers; follows up to obtain missing, incomplete or accurate information or returns reports to officers for correction; reviews, edits and obtains approval for release of reports.
  7. Generates cost estimates for police services; creates and tracks payment of invoices for Police Department services and programs; prepares and processes requisitions, purchase orders, travel requests and check requests; verifies the accuracy of expense reports, credit card activity, receipts and invoices; creates spreadsheets and manages databases to track purchases made on purchase orders; ensures invoices comply with contracts; validates information with vendors; oversees departmental inventory of office supplies.
  8. Oversees the processing of parking citations, parking citation collections and delinquent notices; approves refunds of citation overpayments and payments for non-violations; enters payments into the system for special processing; places and removes holds for non-payment; oversees DMV reporting.

**MINIMUM QUALIFICATIONS**

**KNOWLEDGE OF:**

1. General functions, operations and activities of a police department.

**MINIMUM QUALIFICATIONS**

2. General law enforcement terminology, procedures and practices applicable to police records management.
3. Standard office practices and procedures, including recordkeeping and filing.
4. Customer service practices and telephone etiquette.
5. Police terminology and criminal codes, vehicle codes and statutes, and ordinances relating to law enforcement.
6. Pertinent federal, state and local laws, rules, regulations and procedures relating to police records management, parking enforcement and citation.
7. Techniques, procedures and methods used in the operation of police records management, programs and systems.
8. The City's general accounting system and associated systems, practices and procedures for processing accounting information and interpreting input and output data.
9. City policies, procedures and rules regarding budgeting, purchasing and travel/training and expense reporting.
10. Various computer systems protocols and administrative rules regarding access, use and dissemination of data contained in various computer systems.
11. Safety policies and safe work practices applicable to the work.
12. Uses and operations of computers, standard business software and specialized database and spreadsheet applications.
13. Basic principles and practices of employee supervision.
14. Basic knowledge of City human resources policies and labor contract provisions.

**ABILITY TO:**

1. Assign and inspect the work of employees assigned to police records management and the police front counter.
2. Learn, understand, explain and apply highly detailed legal requirements, codes and procedures applicable to the preparation, filing, distribution and maintenance of a wide variety of police records and documents.
3. Proofread and identify errors and missing information in police reports and other documents and take appropriate action.
4. Prepare clear and accurate police reports, documents, data entries and files.
5. Maintain highly confidential information.



**MINIMUM QUALIFICATIONS**

6. Determine work priorities during peak workload periods, using sound judgment in the application of policies, rules, regulations and standard operating procedures.
7. Type and enter data at the minimum speed and accuracy set forth by the department.
8. Reach sound decisions in accordance with City policies and procedures.
9. Communicate effectively, both orally and in writing.
10. Understand and follow written and oral instructions.
11. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
12. Establish and maintain effective working relationships with all those encountered in the course of work.

**EDUCATION, TRAINING AND EXPERIENCE:**

A typical way of obtaining the knowledge, skills and abilities outlined above is:

Graduation from high school or GED equivalent, some college-level courses in criminal justice and three years of police records or police administrative support experience; or an equivalent combination of training and experience. Experience in a public agency is preferred.

**LICENSES; CERTIFICATES; SPECIAL REQUIREMENTS:**

Must obtain and maintain a valid California Class C Driver's License, and maintain insurability under the City's vehicle insurance program during the course of employment with the City.

Must obtain the P.O.S.T. Records certification within one year of appointment to position.

Must successfully complete the state-mandated California Law Enforcement Telecommunications Systems (CLETS) training program, obtain and maintain CLETS certification as required by the California State Department of Justice, within six months of appointment to position.

Ability to speak Spanish is highly preferred.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, handle, feel or operate objects, tools or controls; reach with hands and arms; perform repetitive movements of hands or wrists. The employee is frequently required to lift up to 25 pounds unaided.

**PHYSICAL AND MENTAL DEMANDS**

Specific vision abilities required for this job include close vision and the ability to adjust focus.

**MENTAL DEMANDS**

While performing the duties of this class, an employee uses written and oral communication skills and basic math; learns and applies new information and skills; deals with changing deadlines, constant interruptions and multiple concurrent tasks; and interacts with others encountered in the course of work, including frequent contact with customers and/or the public and dissatisfied/abusive individuals.

**WORK ENVIRONMENT**

The employee works in an office environment where the noise level is usually quiet. The employee may be required to work various shifts.