



POLICE RECORDS CLERK

DEFINITION

Under general supervision, performs routine and specialized clerical duties in the maintenance and filing of police records; performs general clerical and receptionist duties as assigned; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Police Records Supervisor. Exercises no supervision over staff.

CLASS CHARACTERISTICS

This is the journey-level classification in the Police Records Clerk class series. Positions at this level perform the full range of duties as assigned, working independently, and exercising judgment and initiative. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

ESSENTIAL DUTIES

Duties may include, but are not limited to the following:

- Processes and maintains a variety of police records, files, forms, and manuals.
- Issues, receives, types, and processes various applications, permits, and other forms; processes warrants, permits, and citations; collects and processes fees and charges.
- Processes police reports including receiving, reviewing, copying, distributing, filing, and making corrections as applicable.
- Logs subpoenas; collects, posts, and distributes department mail.
- Answers a multi-line telephone system, providing information or routing calls to appropriate individuals.
- Acts as a receptionist; greets the general public, giving information on department and answering routine questions.
- Types, proofreads, and processes a variety of documents including general correspondence, memos, and legal documents.
- Operates standard office equipment including computer remote terminals.
- Processes sex and arson offender registrants; creates and maintains files and databases.
- Provides fingerprint services for citizens.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Filing and recordkeeping practices.
- Local and state laws governing the release and distribution of law enforcement records.
- Basic mathematics.
- Proper use of various law enforcement databases and software.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Learn the organization, procedures and operating details of the department.
- Learn and apply federal, state, and local policies, procedures, laws, and regulations.
- Perform specialized clerical work, including maintenance of appropriate records and preparation of general reports.
- Verify and check files and data.
- Understand and carry out both oral and written directions.
- Perform simple mathematical calculations.
- Type accurately at a speed of 40 words per minute.
- Handle simultaneous events effectively.
- Maintain confidentiality of privileged information.
- Listen and/or observe; remember names, faces, numbers, incidents and places as necessary.
- Maintain composure when dealing with upset and/or irate citizens.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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

A combination of education and experience which would provide the required knowledge and abilities is qualifying. Note: education may not fully substitute for the required experience unless expressly stated herein.

Equivalent to graduation from high school;

AND

Two (2) years of general clerical experience.

Experience working in a public safety environment is desirable.

Licenses and Certifications

Possession of, or ability to obtain, a valid State of California POST Basic Records certificate.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle to visit various City sites and attend off-site meetings; vision to read printed material and view a computer screen; hearing and speech to communicate in person, before groups, and over the telephone; finger dexterity to operate standard office equipment and access, enter, and retrieve data using a computer keyboard and calculator; the ability to bend, stoop, kneel, reach, and push and pull drawers open and closed to retrieve and file information; and occasionally lift, carry, push, and pull materials and objects up to 20 pounds to perform the required job functions. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.

All City of Rocklin employees are designated as Emergency Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department and/or City.

This class specification should not be construed to imply that these requirements are the exclusive standards of each position as not all duties are necessarily performed by each incumbent.

Adopted	May 1998
Revised	April 2001, November 2019, December 2021
FLSA	Non-Exempt
Salary Schedule	Police Salary Schedule/Range NSP7