

## **POLICE RECORDS SPECIALIST**

### **DEFINITION:**

Performs a wide variety of technical and specialized clerical duties in support of the Pinole Police Department's Records Services Division and other law enforcement agencies in West Contra Costa County as assigned through specialized computer operations including processing and maintaining documents, and providing information and services to the public and other law enforcement agencies; performing related work as required.

### **CLASS CHARACTERISTICS:**

Positions under this class work under general supervision and within established procedures are expected to perform a variety of typing, data entry, retrieval and general enforcement support duties. This position includes a high volume of contact with the public and other law enforcement agencies both over the telephone and in person. Contacts will entail answering a variety of procedural questions and providing information from established Department records.

### **EXAMPLES OF DUTIES:** (Illustrative Only)

- Personal and telephone reception for the Police Department and routing to other departments.
- Process reports prior to data entry by merging reports into law enforcement records management system and photocopying reports for distribution as necessary.
- Data entry and indexing.
- Enter data from reports, traffic citations and field investigation cards.
- Assist citizens at the reception window or on the phone with calls for service, statistical information, filing police reports, copies of police reports, vehicle releases and property releases from towed vehicles, ticket sign-offs, and citizens' questions.
- Pull files and photocopy reports.
- Prepare District Attorney packets for court including: tracking packets via District Attorney log, tracking and preparing Return to Agency forms, researching lab results through computer system in response to DMV requests, and tracking filed complaints.
- Enter District Attorney Returns on log.
- Send monthly District Attorney statistics to Investigations Supervisor.
- Prepare Juvenile Probation packets for Juvenile District Attorney and Juvenile Probation.
- Researches and assembles information from a variety of sources for the preparation of periodic and special reports or the completion of forms; uses spreadsheets and makes arithmetic and statistical calculations.

- Prepares correspondence, reports, forms, receipts, brochures and specialized documents from drafts, notes, brief instructions, corrected copy or prior materials using a word processor, a computer with form templates or a typewriter.
- Proofreads materials for accuracy, completeness and compliance with departmental policies, formatting and correct English usage including grammar, punctuation and spelling.
- Establishes and maintains office files, following an established filing system; compiles information from such files; purges files as required.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, ordering and coordinating supply orders and arranging for equipment purchase and maintenance.
- Processes and distributes incoming and outgoing mail for the department.
- Photocopy reports for other law enforcement agencies and insurance companies (issue receipts/stamp/mail out report copies).
- Check police contacts per requests from other law enforcement agencies.
- Respond to faxed requests for information and/or copies of reports.
- Prepare Clearance Letters.
- Subpoena clerk duties which include checking the law enforcement software system for continuances and case status changes; notifying officers regarding continuances and case status changes; faxing requests for Court Continuance Declaration (officer unavailable due to vacation, training, medical, conflicting cases, etc.; corresponding with District Attorney regarding subpoena responses or changes; maintaining the Subpoena Log and nightly Subpoena Hotline recording; and printing the updated Subpoena Log Calendar.

## **QUALIFICATIONS**

### **Knowledge of:**

- Applicable laws and regulations and statutes, including records.
- Methods used in the collection, tabulation, review, analysis and distribution of forms, reports and documents.
- Computer applications related to the work, including word processing and basic spreadsheet applications.
- Standard office practices and procedures, including filing and the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Record keeping and filing principles and practices.
- Standard business arithmetic and basic statistical techniques.
- Techniques for dealing effectively with the public and City staff, in person and over the telephone.

### **Skill in:**

- Reading, reviewing and analyzing supporting documentation.
- Reading, interpreting, applying and explaining rules, policies, codes and procedures.
- Preparing clear, concise and accurate correspondence and other written materials.

- Entering data into a computer system and preparing written materials with sufficient speed and accuracy to perform the work.
- Using initiative and sound independent judgment within established procedural guidelines.
- Communicating effectively, in person and over the telephone.

**Education and Experience:**

Any combination of experience, education and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Graduation from high school and two years of office support work that has included significant public contact. Experience in a law enforcement setting and completion of two years of college in criminal justice, law enforcement or a field related to the work are desirable.

**License:**

Must possess and maintain a valid California class C driver's license and have a satisfactory driving record.

**Working Conditions:**

Works predominantly inside. Must pass a detailed background investigation. May be exposed to stressful situations and should be able to maintain composure under difficult circumstances working with the public.

**Physical Demands:**

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; strength and stamina to lift and carry office and materials weighing up to 30 pounds and climb a step ladder; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.