

SENIOR POLICE RECORDS CLERK

DEFINITION

To organize, assign, and review the work of assigned personnel engaged in a variety of responsible administrative duties in support of Police Department activities including data entry, processing and releasing records, and receiving and responding to questions from the public and outside agencies; to perform duties requiring specialized knowledge; and to provide administrative support to assigned supervisor.

DISTINGUISHING CHARACTERISTICS

The Senior Police Records Clerk is the advanced journey level in the Police Records Clerk class series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including providing technical and functional supervision over assigned personnel. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned supervisor or manager.

Exercises technical and functional supervision over Police records personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, prioritize, and review the work of staff assigned to a variety of responsible duties related to the processing of police reports including receiving, reviewing, logging, copying, uploading, distributing and filing police reports and records.

Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.

Participate in evaluating the activities of staff, recommending improvements and modifications.

Provide and coordinate staff training; work with employees to correct deficiencies.

Perform specialized work related to CLETS administration including, but not limited to, maintaining security and confidentiality of information and equipment, responding to correspondence and requests from Department of Justice, monitoring and reporting misuse investigations, ensuring accuracy of user security files, participating in audits, adding and removing users and providing technical support and training to staff.

Provide technical support for a variety of specialized software and databases; assist with testing of upgrades; triage issues and contact vendor as needed for resolution.

Process in-custody packets for Court officer including warrant declaration, felonies, and misdemeanors; process detention and disposition forms; type criminal complaints and submit to Court.

Process and track District Attorney Further Investigation Requests in order to ensure timely submission to the District Attorney's Office for case review purposes.

Receive, track, and serve as liaison between the department and outside agencies regarding subpoenas for department personnel.

Assist City law enforcement personnel and outside law enforcement agencies by querying and producing background checks, criminal histories, driver's license records and subpoenas; complete Department of Justice disposition forms necessary for submission to the District Attorney's Office.

Review records for compliance with the records retention policy; purge and prepare documents for destruction as required.

Provide customer support via the telephone, email, and at the front counter; receive and respond to requests for information from City departments, outside agencies, and members of the public within required timeframes; receive and process requests for reports, determining information to be released in compliance with the Public Records Act and required timeframes.

Receive and process requests for local background checks.

Perform data entry duties, including but not limited to, CLETS/NCIC data, confidential arrests, property crimes, assaults, found/lost property, traffic accident reports, field investigation contacts, park exclusions, promise to appear notices, alert requests, and citations.

Compile and organize Uniform Crime reports; create and maintain administration security login accounts.

Review records for compliance with records retention policy; purge and prepare documents for destruction.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related work as required.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of technical and functional supervision and training.

Advanced principles and procedures of record keeping and reporting.

Local and State laws governing the maintenance, release and distribution of law enforcement records and reports.

Advanced use of various law enforcement databases and software.

Modern office equipment and procedures including use of a variety of software applications.

Customer service principles and public relations techniques.

English usage, spelling, grammar and punctuation.

Ability to:

Organize, assign and review the work of staff engaged in responsible administrative duties related to the processing and releasing records.

Interpret, apply and explain Police Department policies and procedures related to the maintenance and release of reports.

Intermittently review documents related to department operations; observe, identify and problem solve procedural issues.

On a continuous basis, sit at a desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use keyboard to communicate through written means; and lift or carry weight of 25 pounds or less.

Maintain the confidentiality of records.

Receive, research and resolve questions from the public, outside agencies and other City departments.

Analyze situations carefully and adopt effective courses of action.

Conduct research.

Use a personal computer and a variety of software applications.

Troubleshoot and maintain a variety of specialized databases, ensuring compliance with Federal and State laws.

Plan and organize workload.

Independently receive, review and process police reports, records and related documents, ensuring compliance with the Public Records Act.

Interpret and apply a variety of Federal law enforcement policies related to administrative security, account management, record management, training and physical security of records management technology.

Read, interpret and apply laws, rules and directions.

Use independent judgment and personal initiative.

Know, understand, interpret and explain department and program policies and procedures.

Effectively resolve the more difficult customer service issues.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Experience:

Two years of responsible experience performing duties similar to that of a Police Records Clerk II with the City of Roseville.

AND

Training:

Equivalent to completion of the twelfth (12th) grade, GED, or higher level degree.

Senior Police Records Clerk

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License or Certificate

Possession of a valid California driver's license by date of appointment.

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