

Records Clerk/Call Taker

DEPT: Police
DIV: Records & Dispatch
DATE: July 2017

FLSA: Non-Exempt
EEOC: Admin Support



POSITION SUMMARY

Performs a variety of **working level, routine and complex clerical duties** as needed to expedite the administrative processes and procedures related to documenting, maintain and controlling police records, reports, case files, statistics, and information. Receives and processes calls for service.

SUPERVISION RECEIVED

Works under direct supervision of the Office Manager and the general supervision of the Police Chief, Deputy Police Chief or Lieutenant.

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS

Computer System: Serves as a backup computer system troubleshooter and database specialist to the Office Manager; receives and processes problems; contacts service personnel and coordinates maintenance assistance; attends technologies/information system committee meetings and appries members of issues, needs and interests related to system operations and database management; generates database reports and performs regular system backup.

Records: Operates personal computer as needed to enter and maintain accurate, comprehensive, and up-to-date various reports such as incidents, complaints, offenses, arrests, etc.; maintains property and criminal history index files; enters report narrative, and involvements (names, vehicle information, property information, etc.); maintains and updates dispositions on each case and enters changes into computer information base.

Records traffic and misdemeanor citations, types vehicle impound notices, traffic accident reports; Updates, maintains, processes and submits uniform crime reports (UCR's) to the Utah Bureau of Criminal Identification; locates police reports and makes copies for the officers, public, and attorneys, updates stolen property for (NCIC) National Crime InformationCenter.

Performs various records tracking activities as needed to obtain driver's license information, vehicle registration, Utah Criminal History, NCIC (Interstate Identification Index), Out-of-State vehicle registration, driver's license information, NCIC wanted persons, stolen autos, and property checks.

Receives and processes records requests, i.e., GRAMA, and subpoenas from the general public, legal professionals and state agencies.

Serves as back up terminal agency coordinator (TAC)

Follows established protocol to conduct or participate in background checks; follows and documents information leads; creates records of background checking results.

Enters juvenile and adult arrest and citation information; tracks juvenile referral records; identifies nature of crimes by established categories and classifications; monitors files to assure proper UCR reporting.

Assures the proper delivery of documents at various stages of the legal system process; expedites delivery as needed, including internal departmental dissemination; prepares report and citation files for court appearances; distributes court notices to police personnel; receives verification of notice and files appropriate records.

Performs computer entry of all non-arrest and non-citation reports submitted by officers, such as thefts, malicious injuries, runaways, missing persons, harassing phone calls, accidents, etc.

Checks and updates records; performs records expungements according to established regulations and protocol; utilizes paperless processes and methods to scan, review and store documents; monitors in-house computer; generates statistical summaries for calls and services for staff and other agencies; searches and produces insurance information.

Performs general office typing as needed to complete forms, memos, letters, schedules, applications and correspondence; maintains numeric and alphabetical files; makes copies, assists the public, responds to telephone calls and distributes calls to appropriate office or individual.

Assist Sergeant assigned over Training in entering and tracking officer training records.

Dispatch: Enters service calls from the public for dispatching; ensures proper notification of Utah Valley Emergency Communications to initiate dispatching of officers according to established procedures.

Performs related duties as required.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from high school with course work in general office practices and procedures; plus, six months (6 mo.) of specialized training provide through technical programs or in-service;

AND

B. Two (2) years of experience as a clerk or secretary performing above or related duties;

OR

C. An equivalent combination of education and experience.

2. Knowledge, Skills, and Abilities:

Working knowledge of state criminal codes and penalties associated with various offenses; police records management requirements; UCR & IBR codes; proper grammar, spelling, and punctuation; standard office practices and procedures related to records filing and office maintenance; interpersonal communication skills; modern filing systems related to alphabetical and numeric files; telephone systems; telephone etiquette; operation of a variety of types of standard office machines including computer terminal, fax machine, copy machine, etc. Basic mathematics and accounting; interpersonal communication skills and telephone etiquette; public relations. Some knowledge of the principles of supervision.

Skill in Word Processing, document development and composition.

Ability to exercise initiative, independent judgment and to act resourcefully under varying conditions; maintain strict confidentiality related to sensitive administrative and legal information; develop effective working relationships with supervisors, fellow employees, and the public; communicate effectively, verbally and in writing; work under time pressures and work deadlines; work in an environment requiring continuous sitting; ability to follow routine verbal or written instructions.

3. Special Qualifications:

Must have no criminal history and pass a background check required to obtain security clearance for computer access. Must possess a valid driver's license. Must pass regular proficiency tests as needed to update and maintain state BCI/NCI computer certifications. Must be or become a Certified Records Officer and certified as a TAC Coordinator.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities such as walking, standing, stooping, sitting and reaching. Hearing, talking, and seeing essential to performance of essential functions. Rapid work speed required to perform

keyboard operations. Common eye, hand, finger, leg and foot dexterity exist. Mental application utilizes memory for details, verbal instructions, emotional stability and discriminating thinking.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date: _____
(Employee)