

## **CITY OF MADERA**

### **RECORDS CLERK**

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

#### **DEFINITION:**

Under general supervision and according to established procedures, performs a wide variety of advanced technical and law enforcement office support services; gathers, records, maintains, retrieves and distributes law enforcement data and information; provides training for less experienced staff; demonstrates a full understanding of all applicable policies, procedures and work methods associated with assigned duties; performs other related duties as required.

#### **DISTINGUISHING CHARACTERISTICS:**

The Records Clerk is the journey level position responsible for providing a variety of complex and difficult office support services in the area of records. This classification is distinguished from other clerical classes by the specialization in law enforcement record keeping. Incumbents are expected to perform the full range and scope of record maintenance duties, including responding to information requests from the public.

#### **SUPERVISION RECEIVED/EXERCISED:**

Receives general direction from the Police Office Supervisor. Incumbents of this class do not exercise supervision.

#### **ESSENTIAL FUNCTIONS:** (Include but are not limited to the following)

- Enters and maintains accurate data and information into the California Law Enforcement Telecommunications System (CLETS) including stolen vehicles, and missing and unidentified persons; enters and retrieves information from a variety of state and local automated systems; validates selected records from the Department of Justice files including vehicles, boats and missing persons; releases impounded/stored vehicles; processes reports and citations; collects and maintains statistics including arrests, citations and traffic accidents.
- Demonstrates a full understanding of applicable policies, procedures, and work methods associated with assigned duties, including Uniform Crime Reporting (UCR) requirements as mandated by Department of Justice.
- Photocopies and distributes crime, incident, arrest and accident reports to the general public and various agencies such as the Department of Justice (DOJ), California Highway Patrol, District Attorney, Department of Motor Vehicles (DMV) and insurance companies; prepares reports for court; applies federal, state and local laws related to release of information; assists in handling complex and difficult situations involving the interpretation of regulations and operating procedures.

- Responds to questions and concerns from the general public, department staff and other agencies; takes and records telephone and counter reports; provides information as appropriate and resolves service issues and complaints.
- Performs public reception duties in the Police Department to include greeting public in person or answer phone; determines nature or purpose of call and handles or routes as appropriate; receives/issues licenses/permits/reports.
- Receives and processes police reports and related documents; reviews case files to determine information necessary for file completion; assembles data for statistical reports; conducts comparative analysis of reports to ensure accuracy of information.
- Files and retrieves a variety of documents alphabetically and/or numerically; maintains confidentiality of information; reviews files and documents for completeness and accuracy of standard information.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

**WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. This position also requires grasping, repetitive hand movement, and fine coordination in preparing reports and retrieving and entering data using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents and using the computer, and acute hearing is required when providing telephone and face to face service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds is also required.

**QUALIFICATIONS:** (The following are minimal qualifications necessary for entry into the classification)

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a Records Clerk may be considered qualifying. A typical way of obtaining the required qualifications is to possess one year of record management work involving public contact, and a high school diploma or equivalent.

License/Certificate:

Possession of or ability to obtain a valid Class C California driver’s license. Must complete D.O.J. training for full access operator, and obtain a Records Clerk Certification from P.O.S.T. within one year of appointment.

**KNOWLEDGE/ABILITIES/SKILLS:** (The following are a representative sample of the KAS's necessary to perform essential duties of the position)

Knowledge of:

Standard law enforcement information, communications and record keeping terminology, practices and procedures; methods and techniques of training; location of major streets, public places and landmarks in the City of Madera; modern office equipment including FAX machines, multi-line telephone systems, computers and applicable software; proper English, spelling and grammar; public and agency desk procedures and methods of providing services and information; applicable federal, state and local laws, codes and regulations, including the Public Records Act; automated law enforcement information systems and procedures; methods and techniques for record keeping.

Ability to:

Perform a variety of complex work with speed and accuracy; remain calm under emergency situations; operate standard office equipment, including a computer; operate specialized automated law enforcement information and communication systems; work independently and use good judgment; train less experienced staff in assigned areas of activity; work flexible hours; organize and prioritize work assignments; apply applicable laws, codes and regulations; communicate clearly and concisely, both orally and in writing; learn basic Spanish speaking skills that allow for communication regarding addresses, locations, time, descriptions, etc.; and establish and maintain effective working relationships.

Skill to:

Operate an office computer and a variety of word processing and software applications; effectively operate specialized law enforcement automated information and communication systems; type accurately from clear copy at a rate of 45 words per minute.