

CITY OF DALY CITY
JOB SPECIFICATION

APPROVED BY
PERSONNEL BOARD: 02/08/2007
CITY COUNCIL: 02/26/2007
RES NO.: 07-35

POLICE RECORDS CLERK I/II

DEFINITION

Police Records Clerk I: Under direct supervision, perform detailed clerical work of average complexity in connection with processing and maintaining sensitive and confidential police records; operate computerized Records Management System; receive money; provide customer service both at the counter and on the telephone; and to do related work as required. Police Records Clerk I is an entry-level position and Police Records Clerk II is the journey level class in the series requiring average knowledge and computer experience. Incumbents in this class, working within established procedures are expected to carry out general clerical duties, following oral and written directions, learn to exercise independent judgment, and have the ability to work in groups to achieve common goals.

Police Records Clerk II: Under supervision, Police Records Clerk II are expected to work within established procedures at a wide variety of keyboarding, data-entry, and general clerical duties, exercise independent judgment and provide training, technical and clerical supervision over less experienced staff.

Both the Police Records Clerk I and Police Records Clerk II have frequent contact with the public and other law enforcement agencies. Incumbents deal with sensitive and confidential information on a daily basis and are required to work under pressure. ***Applicants for this position must be able to pass a comprehensive background investigation including polygraph and fingerprinting.***

Positions in the Police Records Clerk II class are flexibly staffed and normally filled by advancement from the Police Records Clerk I class, or when filled from the outside, require specific clerical experience. Appointment to this class requires the employee to be performing substantially the full range of police records clerk duties and to meet the qualifications for the class.

EXAMPLE OF DUTIES

Either manually or through the use of computers, as appropriate, does responsible record processing work in the maintenance of confidential Police Department records; answer a variety of procedural questions and provides information from established departmental records to the public and other law enforcement agencies via telephone,

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in person, and in writing; routine data input for computer processing; operate a variety of office machines, including computers, adding machines and Dictaphone/transcriber; collects and records fees; prepare court packages; and perform related duties and responsibilities as assigned. At the Police Records Clerk II level you may be required to train employees.

MINIMUM QUALIFICATIONS

Knowledge of: Appropriate English and correct spelling, grammar and punctuation; basic arithmetic; and use of personal computer applications. Modern office methods, equipment, and procedures including filing and indexing methods are desirable. At the Police Records Clerk II level personal computer applications running in WINDOWS and modern office procedures including filing and indexing methods.

Ability to: Police Records Clerk I level: Keyboard at a speed of 40 words a minute from clear copy; perform detailed clerical work of average difficulty; use appropriate English and vocabulary and correct spelling, grammar and punctuation; learn, interpret, and apply applicable ordinances, policies, and laws; exercise good judgment and discretion in releasing information; learn to perform assigned duties independently or under general supervision; understand and carry out oral and written directions; interact positively and cooperate with co-workers, respond politely to customers, work as a team member, function under demanding time pressure, respond in a positive manner to supervision, and attend work and perform duties on a regular and consistent basis.

Additionally, at the Police Records Clerk II level: Keyboard at a speed of 45 words a minute from clear copy and perform assigned duties independently or under general supervision.

Experience:

Police Records Clerk I: None required.

Police Records Clerk II: Two years of full time, clerical experience involving data entry, general office work, and public contact, desirably in a public sector law enforcement agency. Additional education may be substituted for one year of the required experience on the basis that one year of education equals six months of experience, utilizing a maximum of two years of additional education.

Education: Graduation from high school or equivalent.