

City of South San Francisco
Human Resources Department

Police Records Specialist
Class Description

Definition

Under general supervision, performs a variety of typing, data entry, and general clerical work in maintaining department records; and does related duties as assigned.

Distinguishing Characteristics

Positions in this class work under general supervision within established procedures and must perform a variety of typing, data entry, and general clerical duties. Incumbents have frequent contact with the public and other law enforcement agencies requiring a response to a variety of procedural questions and providing information from departmental records. Incumbents must work rotating shifts, including holidays and weekends, and may be called in for emergencies.

Typical and Important Duties

1. Performs a variety of typing, data entry, and detail-oriented clerical tasks in processing and maintaining records.
2. Answers a variety of procedural questions and provides information from departmental records to the public and other law enforcement agencies via telephone, in person, and in writing.
3. Checks various forms and documents for completeness and conformance with established regulations and procedures.
4. Maintains extensive public and confidential files, card indexes, and computer databases.
5. Assists in searching, booking, and transporting prisoners.
6. Collects and records fees and fines.
7. Processes narcotic, sex, and arson registrants as required by statute.
8. Prepares court packages.
9. Operates standard office equipment, including computer hardware and software applications, facsimile equipment, data-retrieval systems, dictaphone or transcribing equipment, and multi-line telephones.
10. Performs related duties and responsibilities as assigned.

Job-related Qualifications

Knowledge of:

- Personal computers and their associated applications.
- Modern office methods, equipment, and procedures.
- Records management principles and practices, including filing and indexing methods.
- English usage, spelling, grammar, punctuation, and vocabulary.
- Techniques for dealing effectively with the public and City staff, in person and over the telephone.

Ability to:

- Learn, interpret, and apply applicable ordinances, regulations, policies, procedures, and laws.
- Learn standard police administrative practices and procedures.
- Provide varied, responsible, and often sensitive police administrative work requiring the use of independent judgement, tact, and discretion within established policy and procedural guidelines.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Work under tight deadlines and constant interruption.
- Organize work and follow-up on assignments with a minimum of direction.
- Understand and carry out oral and written directions.
- Represent the City or the department effectively in contacts with representatives of other agencies, City departments, the public, and with other governmental agencies.
- Establish and maintain cooperative relationships with those contacted in the course of the work.
- Take a proactive approach to customer service issues.
- Work in a safe manner, following City safety practices and procedures.
- Maintain confidentiality regarding sensitive information.
- Work overtime as necessary.

Skill in:

- Word processing at a net speed of not less than 35 words per minute from printed copy sufficiently to perform the work accurately and quickly.
- Entering and retrieving data from a computer with sufficient speed and accuracy sufficient to perform assigned work.

Experience and Training

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

Experience:

One year of general clerical experience involving public contact.

Training:

Equivalent to graduation from high school, including or supplemented by courses in typing, data entry, and general business.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.

Special Requirements

Essential duties require the following:

Physical Skills:

Able to use standard office equipment, including a computer; mobility to work in a typical office setting to use standard office equipment; sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; lift and carry 35 pound boxes, files, and materials.

Work environment:

Work in a standard office setting. Specified positions may require extended hours, or weekends; participate in specific projects or programs on evenings and weekends.

Ability to:

Travel to different sites and locations.

Additional Information:

- Approved: April 1994
- Revised Date: July 1997; February 2001, May 2001, June 2003
- Former Titles: Police Clerk
- Abolished:
- Bargaining Unit: PA
- DOT: No
- Status: Classified/Non-exempt
- Job Code: C105