



## City of Irving Job Description

### Police Records Clerk

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<b>FLSA Status:</b>	Non-Exempt	<b>Job Department:</b>	Police
<b>Job Code:</b>	J512	<b>Reports To (Job Title):</b>	Police Records Supervisor

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#### PURPOSE

To assist Police personnel and the public with complex, deadline-driven record preparation, processing, filing, and retrieval and to perform a variety of duties relative to assigned area of responsibility.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Assist members of the public and police department at the front counter or by phone/fax/email to, submit, retrieve, and/or fulfill various types of requests, including offense/accident reports, Open Records requests, security clearances, warrants, affidavits, and protective orders.
- Scan reports into electronic document storage, management, and retrieval programs, creating indexes as appropriate.
- Enter records into and prepares reports from the records management system.
- Prepare, revise, and proofread complex police reports and legal documents under tight deadlines.
- Perform research to complete records, including assimilating information from databases, microfilm, paper documents, the internet, state publications, and through contact with officers
- Maintain awareness of information in accordance to open records and prepares and distribute records in accordance with these guidelines.
- Assist co-workers in the event of deadlines or workload demands.
- Perform related duties as assigned.

#### OTHER DUTIES AND RESPONSIBILITIES

- *If designated bilingual*, translate all parts of records-related transactions for the public and departmental personnel.
- Retrieve and distribute daily mail from off-site locations.
- Answer multiple phone lines and transfer calls as necessary.
- Prepare daily cash report & deposit for unit, including collecting cash for reports and balancing cash box.

#### SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

Collect fees for reports, prepare deposit for unit, and balance the cash box – usually less than \$100.

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- Equivalent to the completion of 12<sup>th</sup> grade.

### **EXPERIENCE**

- Six months of related experience.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- NCIC Certification.

### **KNOWLEDGE OF**

- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Police Records Information Resources: Repositories of information used in police records and related legal documents.
- Open Records Act: Laws and guidelines related to fulfillment of requests for information.

### **SKILLS AND ABILITIES IN**

- Mechanical/Technical: Safely operating diverse office equipment especially computers, copiers, fax machines, film reader, scanner, paper shredders.
- Typing: Accurately entering information using computer keyboard.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Oral Expression: Communicating information and ideas in speaking so others will understand.
- Reading Comprehension: Reading and interpreting documents.
- Service Orientation: Actively looking for ways to help people.

## **GUIDANCE RECEIVED**

### **On-going Instructions and Range of Procedures**

Follows a range of established procedures, work methods and direct instructions. Must determine which procedure or method applies to each task or assignment and has some flexibility about the sequence of work. Issues outside of specific instructions and procedures are referred to supervisor or more senior position.

## **CONTACTS**

Direct contact with citizens, police personnel, and/or outside agencies.

## **EQUIPMENT AND PROPERTY**

General office equipment and supplies.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.\*

The employee consistently is required to listen, see, sit, stand, and/or talk. Frequently, s/he is required to carry, climb, pull, push, walk, reach, and/or lift up to 10 pounds. S/he is occasionally required to kneel or stoop.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The noise level in the work environment usually is moderate. The employee occasionally is exposed to louder noises, strong smells, or hostile behavior.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.