

VICTIM NOTIFICATION CLERK

JOB DESCRIPTION

Classification Responsibilities: A Victim Notification Clerk performs responsible work involving a variety of general clerical tasks in support of the Victim Services Unit within the Mesa Police Department or Victim Services Unit of the City Prosecutor's Office. This class performs other related duties as required.

Distinguishing Features: An employee of this class processes paperwork related to victim notification. Extensive telephone contact with victims notifying them of their legal rights as defined by Arizona law is required. This position assists in notifying victims when an arrest has been made in their case, when a suspect has been released from custody, or when the victim needs to be informed about a change in their case status. Responsibilities include: answering victim's questions regarding their legal rights; making necessary changes when a victim gives notification of an address/telephone change; inputting data/victim information into a computer; tracking victim notification information; compiling data for special and periodic reports; making copies, and filing of victim notification forms. Supervision and training are received from the Victim Services Administrator or Victim Rights Coordinator. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Graduation from high school or GED. Any combination of training, education, or experience equivalent to two years of progressively-responsible clerical experience.

Special Requirements. Must possess a valid Arizona Driver's License by hire date (by assignment). For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa (***City Prosecutor's Office Assignment***). Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required. Candidates given a conditional job offer will be required to pass a psychological test battery and a drug screening (***Police Department Assignment***).

Substance Abuse Testing. None. (Due to the safety and/or security sensitive nature of the assignment, individuals in this classification assigned to the Police Department shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures).

Preferred/Desirable Qualifications. Supplemental coursework in typing, office equipment, and office procedures is highly desirable. Experience in a criminal justice environment is preferred.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates verbally with victims, the general public, City employees, and other law enforcement personnel in order to resolve conflicts or provide information. Produces written documents such as various letters, forms, reports, and statistical data with clearly-organized thoughts using proper sentence construction, punctuation, and grammar in order to impart information.

Manual/Physical: Types or keys documents from a clear copy or a rough draft. Establishes and maintains complex records and integrated filing systems which may involve processing confidential matters. Operates a motor vehicle requiring a standard Arizona Driver's License to travel to criminal justice proceedings and attend meetings (by assignment). Assembles and reviews files or records; updates materials; prepares materials for action; and makes final distribution of records, files, or information. Prepares boxes or bundles of forms or other materials for distribution or mailing. Sorts, separates, arranges, files, or distributes incoming mail or other materials. Operates a variety of standard office equipment such as telephone, adding machine, personal computer (PC), copy machine, and facsimile machine in order to accomplish tasks. Handles multiple incoming telephone calls. Meets scheduling and attendance requirements.

Mental: Handles phone inquiries and refers callers to appropriate party or agency. Comprehends and makes inferences from written material in order to determine action to be taken. Checks records and documents for accuracy and completeness. Prioritizes own work assignments. Learns job-related material in a classroom setting and through verbal instruction and on-the-job observation.

Knowledge/Skills/Abilities:

Knowledge of:

Business English, spelling, and arithmetic;
modern office practices, procedures, and equipment;
bookkeeping and statistical methods of recording and compiling data; and
PC software programs.

Skill in:

making arithmetic computations; and
use of duplicating and other electronic office equipment.

Ability to:

compile data for special and periodic reports;
check records and documents for accuracy and completeness;

type a variety of documents from a clear copy or a rough draft, including statistical and descriptive reports;
write effective correspondence on routine matters;
deal effectively with people of various ethnic and socioeconomic backgrounds over the telephone and in person;
remain calm and think clearly and quickly in emotional and emergency situations;
work independently to prepare and type reports, some of which have deadlines to meet;
maintain confidentiality and security of records and information;
file alphabetically and numerically with accuracy; and
establish and maintain effective working relationships.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included do not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 2/16

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CS3551.DOCX (Full-time)	PAY GRADE: 37
CS3426 (Grant-funded)	PAY GRADE: 37
CS3550 (Grant-funded - PT)	PAY GRADE: 37
EEO-A/S	IND-8810
JOB FCTN-OFF	SWORN-No
INCREMENTS 62-200	