

POLICE RECORDS SPECIALIST I

JOB DESCRIPTION

Classification Responsibilities: A Police Records Specialist I performs specialized clerical and public contact work involving the maintenance, compilation, and dissemination of complex police records through a structured on-the-job training program. Employees in this class learn to perform the full scope of duties required of the Police Records Section within the Police Department. These duties include: filing, retrieving, and distributing police reports and related confidential information; answering phone inquiries, which typically involves locating records or explaining procedures to the general public or providing information to other law enforcement agencies; handling a public counter, which involves processing bond-outs, handling fees for other services provided, and allowing citizens to review reports; processing letters of clearance, public record requests, and all booking slips from Mesa's holding facility; and entering data from Police Officers and other agencies into an automated police records system. A Police Records Specialist I also learns how to run criminal history and other records checks on a computer terminal and utilize the various criminal justice information systems in order to query and update databases regarding crimes, warrants, and arrests. This class performs related duties as required.

Distinguishing Features: A Police Records Specialist I receives training from a Police Records Specialist II under the supervision of a Police Records Shift Supervisor who also participates in and directs the training. All work and training is performed in accordance with established departmental policies and procedures and federal/state guidelines regarding the privacy and security of records. As training progresses, employees in this class are expected to exercise independence and good judgment in handling, processing, and supplying information to the public, sworn officers, and other law enforcement agencies. A Police Records Specialist I may progress by noncompetitive promotion to the classification of Police Records Specialist II after successful completion of training, which typically takes one year. A Police Records Specialist I works rotating shifts that include nights, weekends, and holidays. 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. Two years' experience with customer service or office clerical work.

Special Requirements. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation is required. Must successfully pass Terminal Operator Certification (TOC) from the Department of Public Safety within one year of employment.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals 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. Graduation from high school or GED preferred. Supplemental coursework in typing, computer software, office equipment, and office procedures is highly desirable. Customer service experience is preferred.

ESSENTIAL FUNCTIONS

Communication: Communicates with other City employees, managers, sworn officers, the general public, and other law enforcement agency personnel in order to learn police records tasks and procedures, provide requested information from the Police Records Section, and accept bond-out payments and service-related fees. Prepares written documents including: letters of clearance, numerous forms for processing service requests, and memos to officers with clearly organized thoughts using proper sentence structure, punctuation, and grammar.

Manual/Physical: Operates a variety of standard office equipment, including a computer terminal, scanner, printer, copy machine, facsimile machine, microfilm equipment and microfiche reader, cash register, typewriter, teletype equipment, and telephone in order to research information, copy reports, prepare memos/forms, enter or retrieve data, and accept payments. Enters data or information into a personal computer in order to input and retrieve information from several criminal justice information systems, including Law Enforcement Judicial Information System (LEJIS), Arizona Criminal Information Center/National Crime Information Center (ACIC/NCIC), and the Police Department's automated records system (PIMS). Distinguishes colors to ensure that color-coded police reports and citations go to the proper areas within stipulated time frames. Processes original police reports, supplements, and related documents. Prepares copied police reports to mail to citizens requesting them. Sorts incoming mail. Moves file folders containing police reports from one place to another manually or using a cart. May use a step ladder to access records. Moves baskets of police reports or related materials weighing up to 25 pounds for distances up to 50 feet.

Mental: Comprehends and makes inferences from written material, including police records training manuals and procedures, departmental general and operations orders, and related federal and state statutes in order to learn and accurately perform the required duties. Comprehends information from police reports in order to provide requested information and enter correct data into an automated police records system. Performs mathematical calculations when completing bond-outs and other cash register transactions. Learns all police records tasks through an on-the-job structured training program.

Knowledge/Skill/Abilities:

Knowledge of:

modern office practices, procedures, and equipment;
basic telephone etiquette; and
the English language and basic writing skills.

Skill in typing to search for and enter information into various law enforcement databases in an efficient manner.

Ability to:

follow verbal and written instructions;
learn departmental objectives, policies, procedures, and terminology;
learn applicable federal and state requirements;
learn to prepare necessary forms to record the disposition of complaints handled by the Police Department, including the processing of Driving Under the Influence (DUIs), juvenile referrals, and accident reports;
learn the appropriate response to routine telephone and public counter requests;
file alphabetically and numerically;
scan documents;
perform maintenance on scanners;
learn data entry and retrieval on PIMS and various criminal justice information systems;
deal effectively with the public over the telephone and in person;
remain calm and think clearly and quickly in emotional situations;
maintain confidentiality and security of records and information; and
establish and maintain effective working relationships with coworkers, supervisory personnel, sworn officers, the general public, and other law enforcement agency personnel.

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 does 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 1/24

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EEO-A/S

JOB FCTN-OFF

INCREMENTS 130-200

PAY GRADE: 41

IND-8810

SWORN-No