

POLICE RECORDS SPECIALIST II

JOB DESCRIPTION

Classification Responsibilities: A Police Records Specialist II performs specialized skilled clerical and public contact work involving: the maintenance, compilation, and dissemination of complex police records in the Police Records section of the Police Department. Duties performed by a Police Records Specialist II include: answering phone inquiries which typically involve locating records or explaining procedures to the general public, or providing information to other law enforcement agencies; confirming the validity of all missing/wanted persons and stolen property; taking information regarding dispositions; confirming warrants on subjects for citizens, officers, and outside agencies; advising other police agencies if a defendant is to be held for Mesa officers to pick up, or if the subject can be bonded out; processing public report requests and insurance requests; processing booking slips from Mesa's holding facility; processing victim notifications received from the Maricopa County Jail; scanning, indexing, and verifying police reports in the document management system; redacting reporting information for release following department guidelines; processing funds through credit card processor; verifying and receiving funds for bond-outs; verifying authenticity and accuracy of Surety bonds; and verifying and receiving funds for public records. One major responsibility of employees in this class is operating the Department of Public Safety (DPS) computer terminal in order to retrieve and enter information from the various criminal justice information systems to assist officers and respond to requests from other law enforcement agencies. This class performs related duties as required.

Distinguishing Features: A Police Records Specialist II has successfully completed the structured training program required of a Police Records Specialist I. All work is performed in accordance with established departmental policies and procedures and federal/state guidelines regarding the privacy and security of records. 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. Information released must be accurate and released only to authorized personnel. This class is attained by noncompetitive promotion upon successful completion of the structured training program. This class is supervised by a Police Records Supervisor through observation on the job, conferences, and evaluation of completed work assignments. A Police Records Specialist II works rotating shifts that include nights, weekends, and holidays. This class is FLSA nonexempt.

Data Entry Assignment: Duties performed by the Police Records Specialist II assigned to the data entry function include: data entry of information from police reports and related documents into an automated police records system (PIMS) and data entry of arrest data into the jail management system for court ordered fingerprints. This requires the ability to interpret police report data and recognize errors and omissions.

Special Assignment: A Police Records Specialist II on special assignment serves as a trainer of new employees in the Police Records Specialist I classification according to a structured training program. Training may entail both classroom instruction and one-on-one training regarding police records duties. The trainer is held accountable for the trainee's work.

Warrants Function Assignment: Duties performed by a Police Records Specialist II assigned to the warrants function include: searching for warrants canceled by the City Court and preparing a daily warrant cancellation list for the City Court; canceling warrants out of the Arizona Criminal Information Center (ACIC) and updating the City Court computer; conducting warrant research checks via the

National Crime Information Center (NCIC), Department of Motor Vehicles (DMV), ACIC, and Police Information Management System (PIMS) files requested by the Department of Corrections, Federal Bureau of Prisons, Mesa Police Department, etc.; preparing warrants for entry into ACIC; checking warrants for entry accuracy; updating or correcting any ACIC information on wanted persons; filing warrants and maintaining these files; verifying active warrants and doing the necessary research tasks for the warrant validation list; researching inconsistencies found by the City Court on the validation list and making corrections; requesting teletypes; and compiling statistics from the daily log sheets.

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. Successful completion of criteria-based promotion requirements, which includes training in all police records functions.

Special Requirement. None.

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 Qualification. None.

ESSENTIAL FUNCTIONS

Communication: Communicates with other City employees, managers, sworn officers, the general public, and other law enforcement agency personnel in order to release or obtain information, answer questions, provide services, and accept bond-out payments and service related fees. Prepares written documents including: letters of clearance, numerous forms for case preparation and processing service requests, memos to officers, and work procedures with clearly organized thoughts using proper sentence structure, punctuation, and grammar.

Special Assignment: Instructs and trains other employees on-the-job or in a classroom setting regarding police records duties, the data entry/validation of warrants, the data entry procedures for all police reports and supplementary documents, and the utilization of various criminal justice information systems. Prepares written documents including performance evaluations and documentation.

Manual/Physical: Inspects and monitors equipment such as computer terminals, scanners, and printers to ensure proper operation. Operates a variety of standard office equipment including a computer terminal and printer, copy machine, facsimile machine, microfilm equipment and microfiche reader, cash register, teletype equipment, typewriter, and telephone in order to research information, copy reports, accept payments, enter or retrieve data, and prepare memos/forms. Enters data or information into a personal computer (PC) in order to input and retrieve information from a variety of criminal justice information systems including: Law Enforcement Judicial Information System (LEJIS), Department of Motor Vehicles (DMV), ACIC/NCIC, and PIMS to enter or clear information on missing persons and stolen property; and process requests for assistance on hit confirmations, records checks,

welfare checks, and warrants. Enters information from police reports into an automated police records system. Updates the status of defendants and enters arrest/bond information into the City's court computer system. 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, warrants, and related documents. Prepares copied police reports to mail to citizens requesting them. Sorts incoming mail. Sorts through police reports and related documents to be entered in order to determine priority of workload. Moves file folders containing police reports or related materials weighing up to 25 pounds for distances up to 50 feet. Works with fluids such as alcohol, window cleaner, and chemicals using normal, routine, protective equipment to clean desks, counters, scanners, and computer screens, and to replace toner in copy machines.

Special Assignment: Reviews the work products of others to ensure compliance with standard operating procedures, departmental general and operations orders, state and federal laws, Federal Bureau of Investigation (FBI) and DPS regulations.

Mental: Comprehends and makes inferences from police reports in order to enter the correct information into an automated police records system. May point out discrepancies in report information and/or court filings. Responds to requests from the public, officers, and other law enforcement agency personnel and releases information according to outlined policies and procedures. Prioritizes own work. Develops work procedures. Performs mathematical calculations when completing bond-outs, cash register transactions, or adding property value amounts into PIMS. Learns job-related material through on-the-job training.

Special Assignment: May plan, organize, and direct the activities of employees in training. Evaluates the work performed by employees in training.

Knowledge/Skills/Abilities:

Knowledge of:

modern office practices, procedures, and equipment;
basic data processing methods;
the police records automated system;
Police Department objectives, procedures, and terminology;
federal and state law enforcement agencies and their records operations;
current federal and state privacy and security regulations and their application to Police Department files;
the organization, records systems, office procedures, and practices of the Mesa Police Department Records Section; and
the English language and basic writing techniques.

Skill in:

operating a typewriter and PC; and
dealing effectively with the public and handling requests for customer service.

Ability to:

process and retrieve information on the Police Department's automated records system;
maintain the confidentiality and security of records and information;
follow verbal and written instructions;
search police files/records in response to officer's inquiries;
scan documents;
perform maintenance on scanners;
remain calm and think clearly and quickly in emotional and emergency situations; 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

MR/co/js

CS3509.DOCX(Full-time)

EEO-A/S

JOB FCTN-OFF

INCREMENTS 59-200

PAY GRADE: 43

IND-8810

SWORN-No