

## **POLICE RECORDS TECHNICIAN**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under general supervision, performs a wide variety of general and/or specialized office support, clerical, and technical work in support of Police Department operations; collects, indexes, processes, maintains, retrieves, copies, and distributes confidential law enforcement data and information; performs a variety of record keeping functions including processing police reports; provides assistance to the public at the front counter and over the telephone; and provides other support and assistance to other functions and activities of the Police Department.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Perform a wide variety of technical and clerical duties in support of departmental operations including those related to collecting, indexing, processing, maintaining, retrieving, copying, and distributing confidential law enforcement data and information including police reports, citations, warrants, protective orders, and subpoenas.
2. Enter, maintain, and retrieve data, reports, and information into and from a variety of automated law enforcement records systems; enter police reports and citations including names, vehicles, property, dispositions, and classification of charges.
3. Process, track, and distribute subpoenas and coordinate court appearances for all Antioch Police Department personnel; enter data into subpoenas database; determine officer's availability; maintain availability log; distribute subpoenas; communicate to officers when court appearances are cancelled.
4. Process various reports, citations, information, warrants, subpoenas, requests, and related paperwork to departmental staff, other law enforcement personnel, insurance companies, citizens, and other agencies and organizations.
5. Prepare and process police reports and related documentation for submittal to the District Attorney's Office for prosecution.
6. Assist, provide information, and respond to questions and concerns from the general public, departmental staff, and other agencies in person and by telephone; forward calls to appropriate personnel; take and provide phone messages; respond to public inquiries for information regarding police reports and other matters; ensure that the release of records follows state, federal, and local laws.
7. Implement and maintain police file and record management systems and programs, including organization, destruction and transformation to micro-imaging; scan reports and other documentation into an electronic database.
8. Type correspondence, reports, forms, statements, and other confidential and specialized documents from drafts, notes, dictated tapes, or brief instructions; compose letters and other documents as necessary.

**CITY OF ANTIOCH**  
**POLICE RECORDS TECHNICIAN (CONTINUED)**

9. Perform a review of police reports, including but not limited to UCR coding, and appropriate crime classifications; may conduct comparative statistical analysis of computer generated reports to ensure accuracy of information; may prepare state and federal mandated reports.
10. Perform general clerical duties including data entry, distributing mail, filing, and reconciling cash drawers; order and maintain assigned office supplies.
11. Perform related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

- Modern office procedures, methods, and equipment including computers and multi-function copiers.
- Computer applications such as word processing, spreadsheet, and database applications.
- Automated law enforcement information systems and procedures.
- Law enforcement records management principles, procedures, techniques, and equipment.
- Basic police terminology.
- Public and agency procedures and methods for providing services and information including those related to collecting, maintaining, and releasing information, files, and documents.
- Pertinent federal, state, and local laws, codes, and regulations and department rules, policies, and procedures.
- Customer service principles and practices.
- Methods and techniques of proper phone etiquette.
- Principles and procedures of record keeping and filing.
- Basic mathematical principles.
- Basic principles of business letter writing and basic report preparation.
- English usage, spelling, grammar, and punctuation.

**Ability to:**

- Understand the organization, operation, and services of the City, the Police Department, and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general administrative and departmental policies and procedures.
- Use sound judgment in following and applying pertinent laws, regulations, policies, and procedures.
- Perform a variety of office support and clerical duties and activities of a general and specialized nature in support of departmental operations.
- Compile, maintain, process, and prepare a variety of records and reports.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person; exercise good judgment, and make sound decisions in emergency situations.
- Meet critical deadlines.
- Exercise good judgment in maintaining critical and sensitive information, records, and reports.

**CITY OF ANTIOCH**  
**POLICE RECORDS TECHNICIAN (CONTINUED)**

- Read, understand, and review documents for accuracy and relevant information.
- Use applicable office terminology, forms, documents, and procedures in the course of the work.
- Organize and prioritize work assignments.
- Deal successfully with the public, in person and over the telephone.
- Understand and follow oral and written instructions.
- Operate and use modern office equipment including a computer and various software packages.
- Operate specialized automated law enforcement information systems including police computer systems to access and maintain data.
- Type and enter data accurately at a speed necessary for successful job performance.
- Maintain confidentiality of records.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines**

**Education/Training:**

Equivalent to the completion of the twelfth grade supplemented by clerical training.

**Experience:**

Two years general clerical experience that demonstrates a general aptitude for working with the public in a multi-task law enforcement environment. Direct law enforcement experience is preferred.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting and at a public counter with extensive public contact and constant interruptions.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

FLSA: Non-Exempt

Created: September 2013

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This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.