



## Position Description

### **POLICE CLERK I/II**

#### **GENERAL PURPOSE**

Under general direction, responsible for office support related to Police Department Records. This position(s) performs a wide range of duties involving radio, telephone, and data entry in computers, applying various procedures and codes; general assistance to the public; supports goals and objectives of the Police Department; and other duties as required.

#### **DISTINGUISHING CHARACTERISTICS**

Both classifications are non-sworn positions in the Police Department. Each position utilizes a non-traditional work schedule, which may routinely include night, holiday, and/or weekend work.

**Police Clerk I** - This is the entry level position in the Police Department Records Section. Employees must possess the ability to perform routine clerical tasks in the maintenance of police records, including dissemination and computer entry; possess a high commitment to quality service to the public; and believe in the "team concept.

**Police Clerk II** - This is the journey level position in the Police Clerk Classification. This position is distinguished by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to the Police Records Unit, in addition to the performance of dispatching duties as specified for Public Safety Dispatcher I, on a relief basis.

#### **SUPERVISION RECEIVED**

Works under the supervision of an assigned supervisor, as designated by the Department Head.

#### **SUPERVISION EXERCISED**

None generally.

"Exhibit A"  
RESOLUTIONS  
2001-59/66

### **ESSENTIAL DUTIES AND RESPONSIBILITIES** (Illustrative Only)

- Receive business and emergency calls over the phone and in person, enter data using Computer Aided Dispatch (C.A.D) System and Records Management System (R.M.S.). Use other computer programs to process information and records.
- Maintain a high level of confidentiality.
- Type and process a variety of correspondence, reports, forms and confidential documents from drafts, notes, or brief instructions; proofread materials for accuracy, completeness and compliance with department regulations.
- Maintain and update both manual and computerized records, files and logs, including criminal history information, crime reports, warrants, subpoenas, citations, fingerprint cards, sex offender information, and related police information.
- Disseminate records information to department staff, outside law enforcement agencies, the public and other employees according to established guidelines.
- Prepare reports for submission to Court and District Attorney.
- Processes applicants for City permits and licensing, such as Cardroom Dealers, Massage or Solicitors, including fingerprinting.
- Processes narcotic, sex, and arson registrants as may be required by statute.
- Booking of persons arrested for non-violent offenses, and processing of fingerprint cards to Department of Justice.
- Receive and process court mail; route mail, subpoenas, warrants, and District Attorney requests to appropriate staff; process outgoing mail.
- Maintains supplies and forms for the Department as assigned by the Records Supervisor.
- Performs related duties and responsibilities as assigned.

### **Police Clerk II**

- Performs all of the duties as set forth for Police Clerk I.

Performs duties associated with Public Safety Dispatcher I on a relief basis at a level of skill and ability to perform the dispatching function for an entire shift, as assigned.

### **MINIMUM QUALIFICATIONS**

**Police Clerk I/II** - Ability to work with the general public under normal and stressful conditions. One year of experience in customer service preferred. Must be 18 years of age or older at time of employment. Satisfactorily pass a background investigation.

### **Necessary Knowledge, Skills and Abilities**

**Police Clerk I** - Possession of a high school diploma or GED equivalent.

#### **Ability to:**

- Perform a variety of responsible office support work related to law enforcement.
- Use good judgment and handle multiple tasks at the same time.
- Speak, write, and read English clearly and fluently.
- Listen and follow instructions, gather information over the telephone and in person.
- Prepare concise and accurate reports and comprehend and learn department policies and procedures.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Type at a net speed of 45 words per minute and be familiar and adept in using a computer.

**Police Clerk II** - Successfully demonstrate ability to perform all duties of Police Clerk I, and successfully complete the department training program as established for relief Public Safety Dispatcher.

#### **Experience:**

**Police Clerk I** - At least one year of work experience requiring public interaction and customer service.

**Police Clerk II** - A minimum of two years experience as a Police Clerk I.

### **TOOLS AND EQUIPMENT USED**

May include computer, including C.A.D. and Records Management Software, as well as word processing and other specialized software, police radio, telephones, typewriter, calculator, fax and copy machines.

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

While performing the duties of this job, the employee is frequently required to sit, talk, walk and hear. The employee is occasionally required to stand, use hands and fingers, handle or operate small objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, or crouch; taste or smell.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee generally works in an office environment with extensive public contact. The noise level in the work environment is usually noisy.

## **SELECTION GUIDELINES AND GENERAL INFORMATION**

Formal applications; rating of education and experience; oral interview and reference check; job related tests may be required, including but not limited to polygraph, psychological and medical examinations.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Effective Date:

Resolution Number:

Revision History: