JOB DESCRIPTION:

ADMINSTRATIVE - RECORD CLERK

# GENERAL NATURE OF WORK

This is the first point of contact for citizens seeking services and/or information from the Police Department. Perform a variety of administrative and clerical support functions within the police department including but not limited to record keeping, data entry, file maintenance, answering phones, Uniform Crime Reporting and National Incident Base Reporting, responding to the general public, and directing telephone calls. Will serve as the Department's Terminal Agency Coordinator (TAC). .

# SUPERVISORY RESPONSIBILITY

None

# WORKING CONDITIONS

Primarily indoors office environment requiring sitting with intermittent standing, walking, and stooping. Some travel to training is required.

# PUBLIC CONTACT

Generally, with the public, co-workers, representatives of the judicial system, and law enforcement officers.

# PHYSICAL DEMANDS

Light to medium demands. Must be able to sit for extended periods of time working at the computer or on files. Occasionally lifts light to moderately heavy objects.

# EXAMPLES OF WORK

**Essential Job Functions:**

* This individual is responsible for the collection, storage, distribution, retrieval, and maintenance of police records.
* They receive and respond to questions, inquiries and requests from the general public; provide information on activities as necessary.
* Ensures staff maintains GCIC certification and adheres to GCIC/NCIC requirements and the integrity and security of data.
* Completes monthly Uniform Crime Reports and National Incident Base Reporting. Prepares various forms, monthly reports, and correspondences.
* Refer callers or walk-in customers to appropriate staff, outside agencies, or organizations for further assistance.
* Enters and maintain data in national, state, and local law enforcement data bases.
* Prepare, distribute, and respond to victim notification, media and/or victim advocate requests, and open record requests.
* Type, proof-read, and create a wide variety of documents, and forms including general correspondence, reports, and memoranda from rough draft or verbal instruction.
* Maintain the Department's social media platforms, such webpage, Snapchat, Twitter, and Messenger.
* Operate various office machines and equipment such as computers, copy machines, and telephone.

# OTHER JOB FUNCTIONS

* The examples are illustrative of the duties assigned to positions of this class.
* No attempt is made to be exhaustive in this listing.
* Perform related work as required.

# DESIRABLE KNOWLEDGE, SKILLS, AND ABILITIES

* General Knowledge of federal, state, and local laws.
* General knowledge of judicial system and court procedures and processes.
* Knowledge and experience in the use of Microsoft Office Software
* Skill in oral and written communication (grammar, punctuation, etc.).
* Skill in public relations.
* The ability to deal with upset, angry, and sometimes hostile citizens.

# TRAINING AND EXPERIENCE

The following standards express the minimum background of training and experience Desirable as evidence of an applicant's ability to qualify for positions of this class. Other training or experience, if equivalent, may qualify the applicant for the position.

* High School Diploma or its equivalent. Education beyond high school is preferred.
* Experience in working in a professional office environment.
* Experience in using Microsoft Software
* Experience in using social media platforms.