

# CITY OF MILWAUKIE

## **CLASSIFICATION: POLICE RECORDS SPECIALIST**

Department: Police

Grade Number: 6(56)

FLSA: Non-exempt

Location: Public Safety Building

Union: AFSCME

EEO Category: 6 – Office/Clerical

## **DESCRIPTION:**

Performs a broad range of police records functions and specialized office duties from routine to complex in support of Police activities. Duties include entering police records reports and retrieving reports, criminal histories and driving records via specialized law enforcement data bases; providing information to citizens, other agencies, and outside parties both in person and on the phone, and officers in the field via radio, telephone and computer aided dispatch equipment. Performs receptionist duties for the Police Department.

## **DUTIES AND RESPONSIBILITIES:**

*(Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks, which an employee may be expected to perform.)*

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Reads, interprets and codes various types of information contained in police reports. Enters, modifies and cancels data from police reports into internal database with a high degree of accuracy. Processes other documents according to established procedures, local, state and federal laws and mandates, and court mandated time frames; determines relevant coding from various source documents.
2. Enters, clears, and verifies law enforcement records regarding stolen, repossessed, or towed property and missing persons into local, state, and federal law enforcement computer systems. Creates standard notification letters. Proofreads information entered for other personnel and notifies officers of inconsistencies.
3. Responds to officer assistance requests by telephone, radio system, computer aided dispatch equipment; provides a variety of information regarding addresses, case details, warrants, arrest records, license plate registrations, stolen property, and driving records; orders tow trucks per officer requests.
4. Provides assistance to citizens in person and via multi-line telephone including providing information on towed vehicles, crime reports, persons in custody, City Ordinances and State laws, seized property, traffic accident reports, and other City county and state social services. Takes information regarding suspicious person, found property and tour requests.
5. Confirms outside agency warrants served or vehicles recovered for exact matches; locates in computer; provides recovery or warrant information to agency.
6. Provides general information and information from police case files in accordance with State law. Makes referrals to other agencies as appropriate.
7. Receives and receipts money for release of vehicles.
8. Processes information for City alarm users.
9. Establishes and maintains computerized or manual activity logs, file systems, lists, manuals and other

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data.

10. Maintains positive public relations with customers and is responsive to customer needs.
11. Develops safe work habits and contributes to the safety of self, co-workers and the general public.
12. Performs other duties as required.

### **JOB SPECIFICATIONS:**

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)

#### **1. Job Preparation:**

##### **a) Education:**

- i) High school diploma or GED required, Associates degree in related field preferred; or
- ii) Any equivalent combination of education and experience.

#### **2. Prior Experience:**

##### **a) Work Experience:**

- i) Three (3) years of progressively responsible related experience; or
- ii) Any equivalent combination of education and experience.

##### **b) Necessary Knowledge, Skills and Abilities:**

- i) Thorough knowledge of office practices, procedures and equipment.
- ii) Knowledge of standard business English composition, spelling, grammar and punctuation.
- iii) Advanced level knowledge of word processing, database and spreadsheet software.
- iv) Ability to operate standard office equipment including, multi-line telephones, computers, copiers, fax machines and two way radios.
- v) Ability to create documents in Word, Excel, Access and other job specific operating systems.
- vi) Ability to enter data on Police reports with a high degree of accuracy including reviewing information and determining appropriate codes.
- vii) Ability to maintain filing and record keeping system.
- viii) Ability to prepare complex reports, correspondence, and records.
- ix) Ability to learn, apply and explain in detail the City and departmental policies and procedures.
- x) Ability to work independently, prioritizing multiple tasks to meet deadlines while maintaining accuracy and attention to detail.
- xi) Ability to greet the public and respond to inquiries both in person and via the phone.
- xii) Ability to prioritize multiple tasks and meet deadlines while maintaining accuracy and attention to detail.
- xiii) Ability to direct the work of others.
- xiv) Ability to establish and maintain effective working relationships.
- xv) Ability to work as a team member.

#### **3. Special Requirements:**

- a) Must be able to pass the department's and Department of Public Safety and Standards

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(DPSST) security clearance standards including review of driving record to become LEADS certified.

- b) Must be LEADS and Portland Police Data System (PPDS) certified at time of hire or obtain certification within six (6) months of hire.

4. **Tools and Equipment Used:**

- a) Computer and printer, fax machine and copy machines; Computer software including MS based word-processing, spreadsheet, and database, LEADS NPDS and other law enforcement databases, and telephones.

5. **Supervision:**

- a) This position does not provide supervision to any other staff.
- b) Operates under the general direction and supervision of the Police Captain.

6. **Communications:**

- a) Has frequent communication with the public, and law enforcement personnel from both the City and other agencies.
- b) The communications are often confidential and will have access to confidential materials and communications.

7. **Cognitive Functions:**

- a) Work is performed fairly independently.
- b) Policies and procedures governing positions are defined but ability to interpret and apply codes required.
- c) Problems are of moderate difficulty but policy and procedures are often available.

8. **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.

- a) Work is performed in office settings with extensive computer workstation inflexibility in order to input and retrieve information from the computer system and at the reception area of a Police department. Persons in this classification are exposed to descriptions of a wide range of crimes.

9. **Resource Accountability:**

- a) Person may handle moderate levels of resources and/or cash transactions however has limited influence over them.

*The job classification description does not constitute an employment 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.*

Drafted: 11/15/04

Adopted:

Revised: 11/30/04 (Previously classified as Office Assistant)