

CITY OF ARCADIA

POLICE RECORDS TECHNICIAN I POLICE RECORDS TECHNICIAN II

DEFINITION

Under immediate supervision (Police Records Technician I) or general supervision (Police Records Technician II), to perform responsible, specialized clerical and computer data entry work in the preparation and maintenance of sensitive and confidential police records; to assist in searching and processing female offenders; and to communicate with police units.

DISTINGUISHING CHARACTERISTICS

Police Records Technician I--This is the entry level in the Police Records Technician class series. Positions at this level usually perform most of the duties required of the positions at the Police Records Technician II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgement in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

Police Records Technician II--This is the full journey level in the Police Records Technician class series. Positions at this level are distinguished from the Police Records Technician I level by the performance of the full range of duties as assigned, working independently and exercising judgement and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class series are flexibly staffed and positions at the Police Records Technician II level are normally filled by advancement from the Police Records Technician I level with three years of experience and successful performance reviews. When filled from the outside, the employee is required to have prior related experience which allows the employee to meet the qualification standards for the Police Records Technician II level.

SUPERVISION EXERCISED

Police Records Technician I

Exercises no supervision.

Police Records Technician II

May exercise technical and functional supervision over lower level staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Perform a wide variety of clerical work including typing, proofreading, filing, coding, checking, and recording information on records.

Perform data input of all pertinent information from hard copy reports to computerized information.

Answer telephones; relay messages; receive and refer complaints; answer routine questions.

Type and process criminal complaints, citations, warrants, police reports, and other related materials.

Utilize computer and teletype terminals to input and receive law enforcement and general administrative records and information.

Code and tabulate statistical data and other activity summaries; compile statistical crime reports for submission to Department of Justice and FBI.

Assist in searching, handling, processing, and transporting female offenders and suspects.

Process employee work schedules; compile employee payroll records; check payroll for accuracy and completeness.

Operate office equipment including word processors, computers, typewriters, scanners, printers, calculators, microfilm, and copy machines.

Perform related duties as assigned including translation by bilingual personnel, callout procedures, monitoring of detained juveniles, and provision of care and supervision of unattended minors.

Maintain complex department records and files; maintain and operate record keeping machines specific to the Police Department.

Observe and monitor the public at the counter; respond to questions and routine requests for information; collect monies for public requests for reports and services.

Compile daily reports from officers; match reports to radio cards and file reports.

Prepare and forward statistics to outside agencies.

Respond to officers' request for information.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Police Records Technician I

Knowledge of:

Modern office procedures, methods, and computer equipment.

Principles and procedures of record keeping.

Basic mathematical procedures.

English usage, spelling, vocabulary, grammar, and punctuation.

Skill to:

Operate modern office equipment including computer equipment.

Type at a speed of 40 words per minute and enter data at a speed necessary for successful job performance.

Ability to:

Learn, interpret, and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.

Learn police terminology and law enforcement codes.

Learn alphabetical, numerical, and subject matter filing systems.

Learn techniques used in public relations.

Prepare and maintain accurate and complete records.

Understand and follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Minimum Qualifications:

Experience:

One year of responsible general office clerical work experience.

Training:

Equivalent to the completion of the twelfth grade. Additional course work in business practices is desirable.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment; availability for shift work.

Police Records Technician II

In addition to the qualifications for Police Records Technician I:

Knowledge of:

Police terminology and law enforcement codes.

Alphabetical, numerical, and subject matter filing systems.

Techniques used in public relations.

Ability to:

Prepare clear and concise reports.

Handle multiple tasks with frequent interruption.

Perform accurate mathematical computations.

Meet and deal tactfully and effectively with the public.

Interact effectively and sensitively with individuals from diverse backgrounds.

Respond to requests and inquiries from the general public.

Maintain confidentiality of sensitive information and data.

Minimum Qualifications:

Experience:

Three years of responsible Police Records Technician experience.

Training:

Equivalent to the completion of the twelfth grade. Additional course work in business practices is desirable.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment; availability for shift work.

Effective Date: January, 1999