

PUBLIC SAFETY RECORDS CLERK I
PUBLIC SAFETY RECORDS CLERK II

*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 supervision (Public Safety Records Clerk I) or and general supervision (Public Safety Records Clerk II), performs a wide variety of general and/or specialized office support, clerical, and technical work in support of Public Safety Department; 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; receives and provides assistances to the public at the front counter and over the telephone; and provides other support and assistance to other non-sworn functions and activities of the Public Safety Department.

DISTINGUISHING CHARACTERISTICS

Public Safety Records Clerk I - This is the entry level class in the Public Safety Records Clerk series performing routine and less complex law enforcement records/office support assignments while learning City policies and procedures. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Public Safety Records Clerk II level and exercise less independent discretion and judgment 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. This classification is flexibly staffed with the Public Safety Records Clerk II. Advancement to the "II" level is based on demonstrated proficiency in performing the assigned functions and is at the discretion of higher level supervisory or management staff.

Public Safety Records Clerk II - This is the full journey level class within the Public Safety Records Clerk series. Employees within this class are distinguished from the Public Safety Records Clerk I by the performance of the full range of general and/or specialized office support, clerical, and technical work in support of Public Safety Department. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and they are fully aware of the operating procedures and policies of the work unit. Positions in this class series are flexibly staffed and are generally filled by advancement from the "I" level or when filled from the outside, require prior experience. Advancement to the "II" level is based on management judgment and/or certification or testing that validates the performance of the full range of job duties.

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 technical and 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, vehicle information charges, property, dispositions, and classification of charges.
3. Process new warrants; enter warrants into different computer systems; ensure proper individual is listed on the warrant; arrange out of county transportation for persons arrested on City warrant; process warrant recalls by the court; clear served warrants.
4. Process court subpoenas; enter data into subpoenas database; distribute for service; clear after service; return

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documents to court.

5. Photocopy and distribute crime, incident, arrest, and accident reports, warrants, subpoenas, follow-up requests, and related paperwork to various agencies including departmental staff, other local and state law enforcement personnel, insurance companies, and other agencies and organizations; process and distribute police reports and criminal complaints 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. Release vehicles to registered owners, legal owners, and the victims of stolen vehicles.
8. Collect fees for vehicle releases, copies of reports, parking citation fines, citation sign offs, records checks, and other matters; prepare and issue receipts; maintain appropriate ledgers and balance register.
9. Assist with police file and record management including their destruction and transformation to micro-imaging; scan reports, citations, and photographs into the laser-fiche; shred old files; assist in the implementation of file record management systems and programs.
10. Type correspondence, reports, forms, statements, petitions, civil and criminal complaints, and other confidential and specialized documents from drafts, notes, dictated tapes, or brief instructions; compose letters and other documents as necessary.
11. Compile and total public safety statistics; conduct comparative statistical analysis of computer generated reports to ensure accuracy of information; prepare state and federal mandated reports.
12. Coordinate the City's parking citation program for individuals who want to appeal the parking citations; review and approve parking citations prior to submission to the parking management process agency; provide the first appeal for individuals who request an appeal; provide arrangements for an administrative hearing with the parking citation hearing commissioner if citation is still contested; prepare appeal paperwork for the parking management process agency; collect citation bail amount, issue receipts, and forward all payments to the parking management process agency.
13. Process keyless identification cards for police personnel, fire station personnel, City Hall personnel, and visiting agency personnel.
14. Receive calls for service from individual at the lobby; enter calls for service and route to dispatch in order for an officer to respond to take report.
15. Perform general clerical duties including typing, distributing mail, and filing.
16. 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.
Computer applications such as word processing, spreadsheet, and database applications.
Automated law enforcement information systems and procedures.

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Law enforcement records management principles, procedures, techniques, and equipment.

Basic police terminology.

Public and agency desk 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.

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 Public Safety 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.

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.

Courteously respond to community issues, concerns, and needs.

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 public safety computer systems to access and maintain data.

Type and enter data accurately at a speed necessary for successful job performance.

Effectively communicate with and elicit information from upset and irate citizens.

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 - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Public Safety Police Records Clerk I

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

One year of clerical experience that demonstrates a general aptitude for working with the public in a multi-task environment.

Public Safety Police Records Clerk II

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by specialized law enforcement office and clerical training.

Experience:

Two years of responsible law enforcement clerical work experience comparable to a Public Safety Police Records Clerk I with the City of Ceres.

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.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Bargaining Group: Miscellaneous

FLSA Status: Non-Exempt

June, 2007

Johnson & Associates

ACKNOWLEDGMENT

I acknowledge that I have read the job description and requirements for the Public Safety Records Clerk I/II position and I certify that I can perform these functions.

Applicant Signature

Date

Witness

*Management has the right to add or change these duties of the position at any time.