

<b>ORGANIZATION:</b>	<b>City of Canby</b>	<b>DATE:</b>	<b>February 2012</b>
<b>DEPARTMENT:</b>	<b>Police</b>	<b>UNION:</b>	<b>AFSCME Represented</b>
<b>CLASSIFICATION</b>	<b>Office Specialist II</b>	<b>FLSA STATUS:</b>	<b>Non-Exempt</b>
<b>TITLE:</b>	<b>Police Records Specialist II</b>		

**PURPOSE OF POSITION:** Perform a variety of moderately difficult to complex administrative support activities within the police department to contribute to efficient office operations. Requires a thorough understanding of department procedures and City programs. Duties include entering and retrieving police reports, criminal histories and driving records via law enforcement data bases; providing information to citizens, other agencies, officers, co-workers and others both in person and on the phone.

The OSII/Police Records Specialist I is distinguished from the OSIII/Police Records Specialist II classification by the responsibility to perform less complex and comprehensive administrative support duties.

A variety of moderately difficult to complex tasks are performed within generally defined procedures and are reviewed periodically for accuracy, adherence to established policies and procedures, quality and thoroughness. Work is performed under general supervision and assistance is readily available from supervisor(s). This classification is expected to function independently in daily tasks and required to use judgment on non-routine matters. Problems are identified and solved and unusual/complex problems are referred to a supervisor.

**ESSENTIAL JOB FUNCTIONS:**

Provide customer service for police department. Greet visitors and answer telephone, determine nature of visit/call, direct to appropriate person, or take and relay messages in absence or preoccupation of department personnel. Respond to routine, non-routine and technical questions regarding City ordinances and State laws, and Department services including crime reports, towed vehicles, alarms permitting and community programs.

Retrieve, interpret, and disseminate teletypes, reports, and information from law enforcement computer systems, databases, and other sources.

Enter, verify and clear a variety of information into appropriate computer systems with a high degree of accuracy; including stolen, repossessed or towed property, and missing/runaway/endangered persons and warrants.

Collect fees and provide receipts for towed vehicles, police reports, public records requests, alarm permits, and other department fees.

Process public records, name checks, and other information requests within statutes and guidelines or refer to other agencies as appropriate.

Read, interpret, classify and code information contained in various types of police reports. Enter, modify and cancel data from police reports, traffic citations, permits, forms and other documents into appropriate computer databases.

Establish, update and maintain computerized or manual logs and filing systems to include case management, officer subpoenas, ride-along applications, bicycle registrations, equipment inventories and other records.

Respond to police officer requests by telephone, radio system and computer aided dispatch equipment. Provide a variety of information and data entry support including case details, warrants, arrest records, license plate registrations, stolen property, addresses and driving records.

Use word processing software to type routine and non-routine documents, templates, presentation materials, charts and graphics, and other material from general instructions. Perform a variety of administrative duties including faxing, filing, sorting documents, transcription of tape recorded interviews and reports, composition and editing of minutes, correspondence, memos and other documents. Proofread, review for grammar, and edit documents as necessary. Examine documents for completeness and accuracy. Correct errors as necessary.

Process and distribute incoming, outgoing, and interdepartmental mail. Track, order and maintain office supplies and department business forms.

Maintain files and records to ensure easy retrieval, safety and integrity of files and records, in accordance with established retention guidelines. Develop and maintain databases for tracking departmental/program information. Compile information and reference materials for supervisor, or as requested by the public, which may require selecting appropriate data from various sources. Prepare summaries and reports as requested. Enter data into computer system from a variety of documents.

Prepare information packets for use within the department. Generate and distribute data and statistical reports from computer systems and other sources.

Process City alarm permitting including billing, payments, false alarm and late fee notifications and related correspondence and reporting.

Perform ongoing supplemental records assignments on a rotating basis such as officer court subpoena coordination, court sealed and expungement orders, LEADS validations (guns, vehicles, articles, etc.) and records retention and destruction tasks.

Maintain cooperative working relationships with City staff, other organizations and the general public.

Follow all safety rules and procedures for work areas.

Coordinate and perform other projects, functions, and tasks, as assigned.

**AUXILIARY JOB FUNCTIONS:** Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner. Support and respect diversity in the workplace.

**JOB QUALIFICATION REQUIREMENTS:**

**MANDATORY REQUIREMENTS:** General knowledge of office practices and procedures, business English, word processing and spreadsheet software, clerical practices, research methods, report composition and preparation techniques, etc. Intermediate computer skills and the ability to operate general office equipment and to interpret and apply departmental procedures and State, and Federal regulations to other personnel and the general public. Basic knowledge of Uniform Crime Reporting. Individual works with and is responsible for the security of highly confidential information. Persons in this classification are exposed to descriptions of a wide range of crimes and must be able to adhere to strict confidentiality standards and perform duties in a professional manner. Must have the ability to diffuse difficult situations and explain complex rules, laws, and policies to people who are angry, hostile, or distraught. Equivalent to high school education and three to five years of general office experience, records experience, dispatch experience in law enforcement, fire or security environment; or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

**SPECIAL REQUIREMENTS/LICENSES:** Valid driver's license. Knowledge of the National Criminal Instant Check system and knowledge of LEADS (Law Enforcement Data System). Certification to access LEADS (Law Enforcement Databases), or ability to obtain within three months.

**DESIRABLE REQUIREMENTS:** Knowledge of municipal government functional areas and specific software utilized within the department.

**PHYSICAL DEMANDS OF POSITION:** While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 5 pounds on a regular basis such as files, books, office

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equipment, etc., and may infrequently require moving materials weighing up to 10 pounds. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

**WORKING CONDITIONS:** Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises. Work involves extensive personal and telephone contact with the general public frequently under hostile and sensitive circumstances.

**SUPERVISORY RESPONSIBILITIES:** Supervision is not a typical function assigned to this position. May provide training and orientation to volunteers, students and newly assigned personnel on site policies and practices.

**SUPERVISION RECEIVED:** Works under the general supervision of the Police Records Supervisor.