



SEPTEMBER 2019  
FLSA STATUS: NON-EXEMPT

## RECORDS SPECIALIST

### **DEFINITION**

Under general supervision, performs a variety of responsible duties in support of the Police Department's records function and evidence room; processes, maintains and distributes police records; logs evidence and property into the evidence room; maintains all evidence room contents in a neat and logical order; provides support to the emergency communications function by serving as a Dispatcher when so assigned; provides information and assistance to the general public; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from sworn management or supervisory staff. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

This is a journey level class performing the full range of work in processing, maintaining and distributing police records, and logging evidence and property into the evidence room. Incumbents are expected to work independently and exercise judgment 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

### **EXAMPLES OF TYPICAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Performs a variety of clerical and administrative functions applicable to records processing, release and maintenance; receives, responds to, and enters requests for police reports.
- Maintains and updates records according to established policies and procedures, including indexing a wide variety of violations and notifications, tracking and filing reports, and redacting confidential information consistent with policies and procedures; purges records and files as required.
- Processes requests for vehicle releases, property releases, and various other reports and documents.
- Enters a variety of statistical data and reporting into computer systems with a high degree of accuracy.
- Assembles and compiles information for a variety of departmental, State mandated, and statistical reports; verifies data accuracy and report completion; maintains files.
- Provides general information regarding department policies, procedures, and regulations, including responding appropriately to complaints, requests for information, and requests for service in person and by telephone.
- Collects and prepares documents for arrests and citations; forwards documents to appropriate department, unit, and court; indexes a wide variety of violations and notifications; compiles and distributes complaints; and books information, fingerprint cards, and other law enforcement reports.
- Receives and documents the receipt of property and evidence; maintains the physical integrity and

control and the chain of custody; physically stores property and evidence in the designated locations within secured rooms/facilities.

- Releases property to the public; prepares the proper paperwork; completes the necessary reports and release documentation.
- Serves as back up to the Department's emergency communications dispatch function; receives and evaluates police and emergency calls during an assigned shift; gathers information from callers to identify situation and to determine the priority of the emergency; dispatches public safety emergency units in accordance with established procedures and policies using a computerized dispatch system; maintains contact with field units, including accounting for location and status of units and maintaining records of field calls; sends back-up units, as necessary, ensuring the safety of field units; maintains call logs and dispatch records.
- As directed, releases and purges property and evidence following appropriate Federal, State, and local laws and regulations.
- Initiates, organizes, updates, maintains, and controls access to complex filing systems and records, including highly sensitive case files.
- Provides research assistance to officers and other law enforcement personnel as requested.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Functions, principles, and practices of law enforcement agencies.
- Police terminology and law enforcement codes.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Techniques, methods, and processes of police record management and retrieval.
- Principles and practices of data collection and report preparation.
- Business arithmetic and basic statistical techniques.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Techniques for records management and evidence processing, including records disbursement and chain of evidence procedures.
- Methods used in the collection, tabulation, review, analysis, and distribution of evidence and property, forms, reports, and documents.
- Methods and techniques of eliciting information from callers, often under stressful emergency conditions.
- Terminology and procedures used in public safety dispatching.
- City and County geography, maps, streets, and landmarks.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- Modern office practices, methods, and computer equipment which may include, but is not limited to, mobile technology and electronic devices, and software related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

**Ability to:**

- Perform police records processing, transaction and maintenance duties.
- Ensure the proper receipt and storage of property and evidence within secured locations.
- Interpret, apply, and explain applicable Federal, State, and local codes, regulations, policies, technical processes, and procedures, including police terminology and law enforcement codes.
- Organize, research, and maintain technical, confidential, and administrative files, data, and reports.
- Receive and log property and evidence into secured locations.
- Maintain the property and evidence room in a tidy and logical order.
- Assess and prioritize emergency situations while remaining calm and using sound, independent judgment.
- Obtain necessary information from individuals in stressful or emergency situations.
- Maintain confidentiality of information accessed.
- Memorize codes, names, street locations, and other information.
- Enter data into a computer system and prepare written materials with sufficient speed and accuracy to perform the work.
- Make accurate arithmetic and statistical calculations.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be*

Equivalent to the completion of twelfth (12<sup>th</sup>) grade and three (3) years of responsible administrative, clerical, and office support experience in a police department.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by date of appointment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve

and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with frustrated or irritated individuals in interpreting and enforcing department policies and procedures.