



## **POLICE CLERK**

### **DEFINITION**

Under immediate supervision, performs a variety of clerical support, which may include word processing, data entry, filing, recordkeeping, and reception duties; provides information and assistance to staff; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives immediate supervision from assigned supervisory or management personnel. Exercises no direct supervision.

### **CLASS CHARACTERISTICS**

This is a temporary, part-time, at-will classification that assists the Police Department with a variety of clerical duties and provides general information to the public. Temporary employees typically work less than twenty-eight (28) hours per week, not to exceed 990 hours in a fiscal year (July 1<sup>st</sup> through June 30<sup>th</sup>). The expected duration of the employment is six (6) months or fewer, dependent on the needs of the City. Temporary employees are not eligible for benefits, excluding those benefits prescribed by law.

### **ESSENTIAL DUTIES**

Duties may include, but are not limited to the following:

- Performs a wide variety of routine clerical work including filing/retrieving/purging files, scanning/imaging/indexing documents, checking and recording information on records, opening and distributing mail, processing outgoing mail, ordering and maintaining inventory of supplies and forms, etc.
- Proofreads and checks typed and other material for accuracy, completeness, compliance with departmental policies, as well as correct English usage, including grammar, punctuation, and spelling.
- Acts as a receptionist; answers the telephone and assists the general public, giving information on department and assigned program activities.
- Performs related duties as assigned.

### **QUALIFICATIONS**

#### **Knowledge of:**

- Clerical practices and procedures.
- Business letter writing and the standard format for reports and correspondence.
- Methods for preparing and processing various reports, forms, and records.
- Business arithmetic and basic statistical techniques.

- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

**Ability to:**

- Perform detailed office support work accurately.
- Organize and maintain accurate files and records.
- Compose correspondence and reports independently or from brief instructions.
- Organize, maintain, and update office database and records systems.
- File material alphabetically, chronologically, and numerically.
- Enter and retrieve data from a computer, with sufficient speed and accuracy to perform assigned work.
- Respond to multiple phone calls and other requests during frequent interruptions.
- Take a proactive approach to customer service issues in a professional manner.
- Make accurate arithmetic and statistical calculations.
- Effectively represent the department and the City in meetings with governmental agencies; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience**

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade;

AND

One (1) year of clerical experience.

### **Licenses and Certifications**

- Possession of, or ability to obtain and maintain, a valid California Class C Driver License and a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle to visit various City sites and attend off-site meetings; vision to read printed material and view a computer screen; hearing and speech to communicate in person, before groups, and over the telephone; finger dexterity to operate standard office equipment and access, enter, and retrieve data using a computer keyboard and calculator; the ability to bend, stoop, kneel, reach, and push and pull drawers open and closed to retrieve and file information; and occasionally lift, carry, push, and pull materials and objects up to 20 pounds to perform the required job functions. Reasonable accommodations will be made for individuals on a case-by-case basis.

### **ENVIRONMENTAL CONDITIONS**

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 upset individuals in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

Incumbents must pass a thorough background investigation.

***Emergency Service Workers:*** All City of Rocklin employees are designated as Emergency Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department and/or City.

*This class specification should not be construed to imply that these requirements are the exclusive standards of each position as not all duties are necessarily performed by each incumbent.*

Adopted	December 2023
Revised	N/A
FLSA	Non-Exempt