

SENIOR RECORDS CLERK

DEFINITION

Under general supervision performs a variety of duties related to police records activities; provides functional supervision to records or communications staff assigned to the unit; performs a variety of specialized clerical tasks relating to the development, maintenance, retention and retrieval of police department records; answers and directs telephone calls; provides assistance to the public; and performs related work as required.

CLASS CHARACTERISTICS

This classification is distinguished from the lower level classification of Police Records Clerk in that the Senior Records Clerk is responsible for overseeing the work of subordinate staff. It is distinguished from the Police Technical Services Supervisor classification by the lack of full responsibility for the records function, including personnel management and training, policy interpretation and implementation, budget and equipment procurement. Incumbents at this level are expected to work productively even in the absence of direct supervision.

EXAMPLES OF DUTIES (Illustrative Only)

- Organizes and reviews the work of assigned personnel and provides instruction and training
- Reviews work to maintain the quality of data recorded in the police department records system
- Maintains security of police records and ensures that information is released in accordance with related laws and police department policies
- Performs a wide variety of specialized clerical support work including the preparation and maintenance of department calendars, forms, records and manuals; reviews, prepares and maintains time sheets and attendance records for the department; collects, posts and distributes mail; schedules appointments as requested
- Oversees and assists in the preparation and maintenance of the court calendar, subpoena log, inventory and purchasing of supplies and equipment
- Assists the public by providing appropriate forms, applications, or information; collects fees, processes permits and traffic citations, and fingerprints individuals as necessary
- Receives telephone calls and visitors; provides necessary information or refers complex requests, technical questions or serious complaints to appropriate individuals; receives and delivers messages
- Types, proofreads and processes a variety of materials including correspondence, memoranda, legal documents, and police reports; reviews, opens and routes department mail
- Establishes and maintains files and cross reference systems
- Coordinates and cooperates with outside agencies, other law enforcement agencies,

- and organizations to provide information or assistance as needed
- Represents the City of Rocklin in a courteous, professional manner

QUALIFICATIONS

Knowledge of

- Basic principles of supervision and training
- Operations, services and activities of the Police Records unit
- Principles of filing and record keeping
- Pertinent federal, state and local laws, codes and regulations
- English usage, spelling, grammar and punctuation
- Office practices and technology including personal computer hardware and software typically found in a modern office

Skill in

- Planning, organizing and reviewing the work of subordinates
- Learning, understanding, interpreting and applying federal, state and local laws and regulations governing police records management and records staff
- Assisting in implementing various policies and procedures
- Understanding and carrying out both oral and written instructions
- Organizing work and setting priorities for a variety of projects and tasks in an effective, efficient and accurate manner while ensuring deadlines are met
- Performing a wide variety of clerical support duties and record keeping; assembling and organizing data and preparing reports
- Responding appropriately and effectively to the needs of internal and external customers
- Using computer technology and applications in the performance of daily activities
- Communicating clearly and effectively both orally and in writing
- Establishing and maintaining effective working relationships with those contacted in the course of the work

A typical way of gaining the knowledge and skills outlined above is:

- Equivalent to the completion of the 12th grade plus four (4) years of recent full-time clerical lead worker experience dealing with records maintenance and retrieval; public safety experience is highly desirable.

LICENSES AND CERTIFICATES

Possession of a valid California driver's license

Possession of or ability to obtain a POST Basic Records Certificate

PHYSICAL DEMANDS

Mobility to work in a standard office environment, use standard office equipment and attend off-site meetings. On an intermittent basis, sit at a desk for long periods of time; intermittently walk, stand, bend, squat, twist and reach while performing office duties; lift light weights. Manual dexterity to use standard office equipment and supplies and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.); vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone.

FLSA: NE

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.