



## CITY OF ALBANY POLICE RECORDS ASSISTANT

Under general supervision, performs a variety of general administrative, clerical, and customer service duties involved in the maintenance, processing, and distribution of Police records, including serving as a call-taker and assisting in office support duties; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from a Sergeant and functional direction from the Police Records Specialist. Exercises no direct supervision.

### **Class Characteristics**

This is a non-sworn classification that performs a variety of administrative support to the Police Department including customer service at both the counter and on the telephone, and routine records maintenance, processing and distribution. This class is distinguished from the Police Records Specialist in that the latter has broader responsibility for police records management training, provides oversight of assigned staff, and performs the most complex work within the function.

### **Examples of ESSENTIAL 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 customer services functions applicable to records maintenance and release including receiving, responding to, and entering requests for police reports and safekeeping of property.
- Maintains and updates records according to established policies and procedures, including scanning hard copy documents into the Records Information Management System (RIMS), indexing a wide variety of violations and notifications, printing reports, copying digital recordings, transcribing taped statements by officers, witnesses, suspects, and victims; redacts confidential information when required.
- Collects and prepares documents for all arrests and citations; compiles complaints, booking information, fingerprint records, photographs, and other law enforcement reports; forwards documents to appropriate department, division, and court.
- Processes requests for vehicle releases, property releases, and various other reports and documents.
- Provides applications for a variety of permits and licenses to the public; explains policies and procedures and processes completed forms; participates in the registration of a variety of services.
- Types, formats, proofreads, and distributes logs and forms such as memoranda, form letters, envelopes, police clearances, licenses and permits, declarations, and misdemeanor complaints.
- 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 and Federal mandated statistical reports; verifies accuracy and completion of reports and maintains files.
- Acts as backup for the Police Records Specialist when needed, by preparing and processing a variety of reports and records such as the Monthly Arrest and Citation Register (MACR) and the Uniform Crime Report (UCR), following established procedures; distributes to the proper individual or agency, District Attorney, City Attorney, Probation Department, or court; files reports and maintains automated or manual logs of departmental actions.

- 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; coordinates work with other City departments.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and unit policies and procedures in determining completeness of applications, records, and files.
- Provides research assistance to officers and other law enforcement personnel as requested.
- Completes in a timely manner, duties related to the administrative functions of the Police Department including a variety of office support such as metering, logging and distributing mail, attending meetings, taking minutes, screening and forwarding telephone calls, ordering and maintaining office and other related supplies, and fingerprinting applicants; logs, packages, and stores evidence, delivering lab samples and providing assistance to officers and other law enforcement personnel as requested.
- Perform Crossing Guard duties, on an as needed basis due to unscheduled absences of Crossing Guards.
- Performs related duties as assigned.

**Knowledge of:**

- Basic techniques, methods, and processes of record management and retrieval.
- Business arithmetic and basic statistical techniques.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural, and ethnic backgrounds, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

**Ability to:**

- Learn basic functions, principles, practices and terminology of law enforcement agencies.
- Learn, interpret, and apply applicable federal, state, and local laws, regulatory codes, ordinances, police terminology, and law enforcement codes and procedures relevant to modern police recordkeeping procedures and records release.
- Learn and apply techniques, methods, and processes of police record management and retrieval.
- Accurately transcribe information from audio recordings into reports.
- Research, organize, and maintain technical and administrative files.
- Enter data into various computer systems and prepare written materials with sufficient speed and accuracy to perform the work.
- Make accurate arithmetic and statistical calculations.
- File and maintain automated and hard copy records with speed and accuracy.
- Organize own work, set priorities, and meet critical timelines.
- 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 in sensitive situations.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

**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 the twelfth grade, and two years of experience in clerical and customer support duties in the maintenance, processing, and distribution of records, preferably in a police department. Completion of college level course work in criminal justice or a related field is preferred.

**Licenses and Certifications**

Valid California Driver's License.

**Physical Demands**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; hearing and speech to communicate in person 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 30 pounds with the use of proper equipment, and perform the physical responsibilities of Crossing Guard duties in a variety of weather conditions.

**Environmental Elements**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and will have direct exposure to hazardous physical substances when handling evidence and property. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.

**Special Requirements**

Positions in this classification may be required to work evenings, nights, weekends, and holidays, and work overtime.

Positions in this classification may subject to a background investigation and/or drug screen.