



Records Technician

Police Department

PD/14

JOB SUMMARY

This position performs technical duties in the maintenance of department records.

MAJOR DUTIES

- Answers telephone, provides information and assistance, records information received, and routes calls to appropriate department staff or court personnel; re-directs callers to 911 Center for dispatch.
- Performs data entry functions compliant with GCIC/NCIC standards, including hit confirmation requests and responses, stolen vehicle/license plate, stolen articles, missing persons, and other queries; performs warrant entries; performs monthly validations.
- Enters data into databases; logs state warrants, pawn shop entries, and bench warrants.
- Maintains case files; prepares files, organizes documentation, retrieves and replaces files, scans records into computer, and shreds and destroys obsolete documents in compliance with record retention requirements.
- Assists officers with criminal history checks on prisoners; monitors inmates on camera system.
- Monitors a variety of computer systems, including CAD, GCIC, and camera system.
- Maintains cash drawer and petty cash for the department; receives funds and makes deposits for background checks, animal control fees and donations, and report copy fees.
- Keeps accurate log of outgoing case files.
- Assists Municipal Court staff with warrant entries and citation logs.
- Communicates with other agencies to obtain information on suspects for officers, send reports, and notify of pawned items for their jurisdiction.
- Uploads videos to database for officers as needed.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of modern office practices and procedures.
- Knowledge of city and departmental policies and procedures.
- Knowledge of computers and job-related software programs.
- Knowledge of records management guidelines.
- Knowledge of GCIC/NCIC policies and procedures.
- Knowledge of open records laws.
- Skill in prioritizing and organizing work.
- Skill in the provision of customer services.
- Skill in the maintenance of files and records.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Administrative Coordinator assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include city and department policies and procedures, GCIC/ NCIC regulations, state open records laws, and state records retention guidelines. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related technical and customer service duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to perform technical duties in the maintenance and processing of department records. Successful performance contributes to the efficiency and effectiveness of department operations.

CONTACTS

- Contacts are typically with co-workers, other city employees, representatives of other law enforcement agencies, court personnel, attorneys, insurance company representatives, and members of the general public.
- Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table. The employee occasionally lifts light objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of or ability to readily obtain GCIC/NCIC certification.