

City of South San Francisco
Human Resources Department

Senior Police Records Specialist
Class Description

Definition

Under general supervision, performs a variety of typing, data entry, and general technical/clerical work in one of two program areas; processes and maintains departmental records; provides administrative/clerical support to supervisory and administrative staff; trains lower-level staff in the operation of the records function of the department; assists in booking, searching, and transporting of subjects; and does related duties as assigned.

Distinguishing Characteristics

Positions in this classification work in either one of two functional areas: records or administration. Incumbents in records primarily perform training and lead duties, and in addition, this classification also performs the duties of the lower-level classification. Incumbents in administration primarily perform administrative/clerical duties. This classification differs from the lower classification by the technical job knowledge required, by having additional responsibility for a variety of significant administrative support functions, and also by providing technical assistance and training to the lower-level classification. Incumbents in the records section must work rotating shifts, including holidays and weekends, and may be called in for emergencies.

Typical and Important Duties

1. Ensures that the office administrative functions of the unit are effectively carried out by performing a variety of typing, data entry, and detail-oriented clerical work in processing and maintaining departmental records.
2. Performs difficult, complex, technical, and/or specialized office support work, which requires the exercise of independent judgment and the application of technical skills.
3. Prepares detailed and occasionally confidential correspondence, reports, forms, and specialized documents related to the unit to which assigned from drafts, notes, brief instructions, corrected copy, or dictated tapes; proofreads materials for accuracy, completeness, compliance with City and departmental policies, correct formatting, and correct English usage, including grammar, punctuation, and spelling.
4. Types reports, letters, and other material.
5. Provides clerical support to supervisory and administrative staff.
6. Compiles a variety of required data in the preparation of numerous records and reports.
7. Reviews a variety of forms and documents for completeness and for conformance with established regulations and procedures.
8. Maintains extensive public and confidential files.

9. Provides and obtains information in person, on the telephone, by electronic means, and by letter.
10. Assists in the booking, searching, and transporting prisoners.
11. Provides technical assistance and training to departmental staff; serves as trainer for records staff, directing the day-to-day work of new employees; provides input to the evaluation of new employees.
12. Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, data-retrieval systems, dictaphone or transcribing equipment, and multi-line telephones; may operate department-specific equipment.
13. Collects and records fees, such as for dance hall, security, fingerprinting, sales of reports, and bail.
14. Compiles and calculates data for crime analysis and statistical reporting to state and federal agencies.
15. Processes arrest data, court packages, and pawn slips.
16. Transcribes verbatim tape recorded statements
17. Types reports; transcribes information from radio traffic.
18. Fingerprints applicants and prisoners.
19. Performs related duties and responsibilities as assigned.
20. Depending upon assignment, may work rotating shifts and days off.

Job-related Qualifications

Knowledge of:

- Applicable codes, ordinances, laws, regulations, policies and procedures related to the department.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Standard office administrative and clerical practices and procedures, including the use of standard office equipment.
- Modern office methods, equipment, and procedures.
- Records management principles and practices, including filing and indexing methods.
- English usage, spelling, grammar, punctuation, and vocabulary.
- Techniques for dealing effectively with the public and City staff, in person and over the telephone.
- Statistical reporting methods and techniques.

Ability to:

- Interpret and apply applicable ordinances, regulations, policies, procedures, and laws.
- Follow standard police administrative practices and procedures.
- Provide varied, responsible, and often sensitive police administrative work requiring the use of independent judgement, tact, and discretion within established policy and procedural guidelines.
- Exercise judgement and discretion in releasing information.

- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Work under tight deadlines and constant interruption.
- Organize work, and follow-up on assignments with a minimum of direction.
- Understand and carry out oral and written directions.
- Represent the City or the department effectively in contacts with representatives of other agencies, City departments, the public, and with other governmental agencies.
- Establish and maintain cooperative relationships with those contacted in the course of the work.
- Take a proactive approach to customer service issues.
- Work in a safe manner, following City safety practices and procedures.
- Maintain confidentiality regarding sensitive information.
- Work overtime as necessary.

Skill in:

- Word processing at a net speed of not less than 35 words per minute from printed copy sufficiently to perform the work accurately and quickly.
- Entering and retrieving data from a computer with sufficient speed and accuracy sufficient to perform assigned work.
- Rapid note taking and accurate transcription of own notes.

Experience and Training

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

Experience: Two years of progressively more responsible clerical experience, including at least one year of experience with a law enforcement agency.

Training: Equivalent to graduation from high school. Completion of two-years of college with a business or police science curriculum may be substituted for one year of the desired experience.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills: Able to use standard office equipment, including a computer; mobility to work in a typical office setting to use standard office equipment; sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated position for prolonged periods of time;

vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; lift and carry 35 pound boxes, files, and materials.

Work environment: Work in a standard office setting. Specified positions may require extended hours, off-shifts, or weekends; attend evening or weekend meetings or participate in specific projects or programs on evenings and weekends.

Ability to: Travel to different sites and locations.

Approved: March 1994
Revised Date: April 1995; February 2001, May 2001, June 2003
Former Titles: Senior Police Clerk
Abolished:
Bargaining Unit: PA
ADA Review: 1994/95, 2003
DOT: No
Physical: Class 3
Status: Classified/Non-exempt
EEOC Category: EF4\EJ6
Job Code: C180

ADA Documentation of Essential Duties

1. MAE
2. MAE
3. MAE
4. SDE
5. MAE
6. MAE
7. SDE
8. MDE
9. MAE
10. MDE
11. SDE
12. MAE
13. OAE
14. MDE
15. SDE
16. OAE
17. SDE
18. MAE
19. MAE