

# CITY OF WEST LINN

## JOB DESCRIPTION

Job Title: **RECORDS CLERK - POLICE**

### General Function:

Performs a variety of specialized clerical and secretarial functions as well as receptionist duties requiring knowledge of police department routines, policies and procedures. Receives, processes, records and distributes information and reports within established guidelines.

Employees of the City of West Linn are required to perform their technical responsibilities in a manner that clearly shows their ability to effectively communicate and cooperate with fellow employees and to carry out individual and department responsibilities. Employees must perform their job duties with a style that promotes open exchange of information, respect, high ethical standards, professional ability and possess observable, positive listening skills. Employees will be expected to perform their technical functions and their employee relation functions at an equally high standard. The ability to work effectively with others in the work place is valued as a primary duty and responsibility of all classifications of positions in the organization. Undesirable behavior, resulting in ineffective working relationships will indicate an inability to perform the position.

### Duties and Responsibilities:

*(An employee in this classification may perform any of the following duties, however, these examples do not include all the specific tasks which an employee may be expected to perform)*

1. Contributes to a positive work environment.
2. Maintains a positive relationship with contacts specific to them and positions outside the City organization.
3. Use of computers with LEDS and CLASS access. Entering and querying for stolen property and vehicles, running criminal history checks and sending teletype messages. Data entry of all reports and citations. Distribution of reports to proper agencies and courts.
4. Performs clerical duties, which may include compilation of statistical reports, filing, expungements and record checks for authorized personnel and agencies.
5. Performs receptionist duties for the police department, including greeting the public, answering questions, providing forms. Collects fees for dog licenses, alarm permits and impounded vehicles.

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6. Will assist in the development and implementation of relational databases for the retention and retrieval of information needed by department personnel.
7. May assist the detective division with transcribing investigative reports.

Specifications:

1. Job Preparation:

Graduation from high school or completion of the equivalent GED certificate. Two years experience in performing receptionist, and secretarial duties. Police related clerical experience desirable.

Specialized skills required include accurate data entry abilities and ability to communicate clearly, tactfully and courteously, and ability to operate office equipment such as copier, fax machine and multi-line telephone.

Must obtain LEADS certification within six months of appointment.

Specialized skill in the use of Microsoft Access required. Ability to develop databases to be utilized by police department personnel.

2. Supervision:

Received: Receives limited supervision, as needed, from Records Supervisor who reviews work for accuracy and conformance with policies, procedures, rules and regulations.

Exercised: Supervision of others is not a normal responsibility of positions in this classification.

3. Communications:

Relationships outside the Police Department includes contact with personnel from other law enforcement agencies, District Attorney's office, Parole and Probation, juvenile department, municipal court, dispatch and city administration.

Has numerous daily contacts over the counter and on the telephone with the City's residents regarding requests for, information, police reports purchasing dog licenses and alarm permits.

Is entrusted with confidential and sensitive information involving police actions.

4. Cognitive Functions:

Work is governed extensively by written policies, procedures, rules and regulations.

Assists in the development of procedures for police department records management.

Majority of work is well defined and recurring. May be assigned special projects requiring development of new methods and approaches in record keeping.

Decisions most often made in the course of work relate to dealing tactfully, courteously and within established guidelines with a variety of individuals and circumstances. Most decisions are made by the Records Supervisor or a higher authority.

5. Working Conditions:

Physical risks exposed to in course of work are infrequent but may include physical injuries due to irate citizens at the counter.

Has normal business hours.

6. Resource Accountability:

Accepts and receipts all monies received for dog licenses, alarm permits, impounded vehicles and photocopying work.

Assists in maintaining all police records. Most include confidential information.

*The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*