CITY OF WEST LINN

JOB DESCRIPTION

Job Title: **RECORDS SPECIALIST – POLICE Part Time Less Than 20**

Department: Police	FLSA Status: Non-Ex
Employee Group: Non Represented	Salary Grade:
FTE Status: Part Time Less Than 20 Hours	Date: January 2019

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, retrieves 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's organization.

3. Use of law enforcement specific computer programs, includes but are not limited to the records management system, Law Enforcement Data System (LEDS), and Computer Aided Dispatch (CAD). Some entries may include entering and querying for stolen property and vehicles; entering Municipal Court warrants; running and interpreting criminal history records; sending administrative messages; processing public records request for police department data; distribution of reports to proper agencies and courts; and processing police reports into the records management program.

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 answering multi-line telephone, greeting the public, answering questions, and providing forms. Collects fees for "fix-it" tickets, alarm permits, public records requests, and towed vehicles.

6. Will control and maintain the alarm program, and may be assigned as the Alarm Coordinator for the police department.

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 highly 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, a desktop computer, copier, fax machine and multi-line telephone.

   Must obtain LEDS certification within six months of appointment.

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 attorneys' offices, parole and probation, juvenile departments, 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, "fix-it" tickets , 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. Knowledge of applicable laws. Must be able to manage multiple priorities and multi-task in stressful situations.

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:

Must maintain professional demeanor while regularly dealing with customers on the telephone or at the front counter that are in crisis, which may include a mental health issues, medical issue, etc.

Requires lifting up to 50 pounds when moving/working around paper files, supplies and deliveries.

Occasional exposure to graphic or visually disturbing circumstances that is likely to have an emotional impact.

Position is part time less than 20 hours, and has normal business hours. Schedule is at the department's discretion and may fluctuate.

Courier services for the Police Department is a frequent part of the position.

6. Resource Accountability:

Accepts and receipts all monies received for "fix-it" tickets, alarm permits, towed vehicles, and public records requests.

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.

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Employee Date