

CITY OF GLADSTONE POSITION DESCRIPTION

Class Title: Records Technician
Department: Police
Range: 17-GPA
FLSA Status: Non-Exempt,
Represented
Date: April 2022

GENERAL STATEMENT

Performs a broad range of routine and complex clerical, clerical and administrative work in support of Police activities. Provides information to Officers, citizens, and other agencies; processes Police reports, auto records, and public records requests; and, provide courts with discovery packets.

SUPERVISION RECEIVED

Works under the supervision of the Police Lieutenant. May receive work assignments from the Chief of Police or other Command Staff. Employee is expected to use independent judgment to plan, organize, implement and review duties with minimal supervision on a daily basis according to established procedures.

SUPERVISION EXERCISED

Volunteers as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Processes a variety of documents according to established procedures, local, state, and federal laws, and according to court-mandated time frames. Distributes Police reports to Police Officers, investigative units, outside agencies, citizens, attorneys, insurance companies, and other interested parties; applies and explains State Public Records Laws, Federal Privacy and Freedom of Information Acts, and department policy to determine the appropriate release of information and documents.

Reads, interprets, classifies, and determines coding on Police reports based on state and federal standards to meet various department requirements; inputs and updates data from Police reports into the internal database with a high degree of accuracy.

Maintains computer records on victims, arrested persons, case files, vehicles, and other file indices; retrieves, interprets, and disseminates information from a variety of computer systems and other sources.

Accesses a variety of computer systems and files to provide Police Officers with information.

Administers specialized computer systems, performs audits, and assists Officers with system use and report writing procedures. Proofs and corrects Officers' computer entries recorded in state and national databases.

Collects information regarding towed and repossessed vehicles; inputs and updates data in local and state computer systems according to defined procedures and time frames. Drafts letters reconciles problems with state agencies, other jurisdictions, investigators, and other involved persons regarding the process of towing and recovering stolen vehicles; determines rightful vehicle ownership and issues releases based on citizen-provided documentation.

Monitors the pawned article database to check for lost or stolen property. Places "holds" as appropriate on stolen articles and notifies the Investigative Unit for item recovery. Notifies Investigators of data discrepancies reported by pawn shops.

Compiles information from a variety of data sources to prepare statistical and other reports.

Administers and oversees the alarm program for the Department, to include permit maintenance, logging of events, and collection of fees.

Maintains LEDS training records and serves as the department LEDS representative.

Conducts background checks for City permits and licensing applicants, City and department employment and volunteer applicants, and other department activities as necessary.

Provides initial non-emergency contact with the public and representatives of other agencies for the Department at a public counter or over the telephone.

Performs routine clerical and administrative work such as composing, typing, and editing a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness; answering phones, providing customer assistance, cashiering and processing incoming/outgoing mail.

Performs a variety of customer service tasks in person and via telephone to internal and external customers. Contacts appropriate persons to handle police and medical emergencies in the Police lobby.

Follows all safety rules and procedures established for work areas; contact appropriate personnel to handle police and medical emergencies in the Police lobby.

PERIPHERAL DUTIES

Assists Municipal Court with counter reception, cashiering, and cash balance, as necessary.

Operates a vehicle to run errands, deliver records to courthouse, attend local and regional meetings, and transfer property and evidence, as necessary.

Performs other duties as assigned by the Police Chief or other Command Staff.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

QUALIFICATIONS

Education and Experience:

Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, data entry, and filing.

Three (3) years of increasingly responsible related clerical or administrative experience; preference will be given for previous Police Records experience.

Bilingual in English and Spanish is preferred.

Equivalent combination of related education and experience may be considered.

Special Requirements:

Possession of, or the ability to secure possession of, a valid state driver's license with a clean driving record, by date of hire.

Possession of, or the ability to secure, LEADS certification within three (3) months of date hire.

Dependability and punctuality in regularly reporting to work, and flexibility in changes to routine working schedule in the event of unusual or emergency circumstances.

Must successfully pass a criminal history and credit background check.

Must be able to pass the department's security clearance standards for unescorted access to certain City facilities, including review of driving record.

Knowledge, Skills & Abilities:

- Advanced knowledge of computers, electronic data processing, database creation and management.
- Advanced knowledge of general office procedures, including spelling, grammar, punctuation proofreading and math.
- Advanced knowledge of Oregon Public Records Law and Procedures.
- Working knowledge of Police department procedures and LEADS operation.
- Skill in the art of problem solving and conflict resolution.
- Skill in the operation of listed tools and equipment.
- Ability to comprehend and use English effectively, including producing all forms of communication in a clear, concise and understandable manner to employees, customers, public officials and the general public...
- Ability to organize, achieve and manage administrative functions with minimal supervision.
- Ability to handle, maintain and safeguard confidential or sensitive matters and information.

- Ability to perform the essential job functions at a high level of speed and accuracy, despite frequent interruptions.
- Ability to understand, review and compile crime statistics and statistical reports.
- Ability to interpret laws, regulations and Police policy.
- Ability to capture, record and distribute audio and video recordings.
- Ability to perform cashier duties accurately.
- Ability to reason even when dealing with emotional topics and react well under pressure; ability to recognize and use discretion with dealing with political or sensitive issues or topics.
- Ability to establish and maintain positive and cooperative working relationships within the Department, the organization, with outside service providers, other governmental partners and the general public consisting of individuals from diverse backgrounds

TOOLS AND EQUIPMENT USED

Personal computer including word processing, database, crime analysis programs, evidence tracking software, spreadsheet; email; and, Internet; Intranet; network-connected copy machine with scanning, faxing, and printing features; various communication devices and a City vehicle.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation will be made to meet the needs of a qualified individual who can perform the essential functions of the job.

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms; and safely operate a vehicle. The employee is occasionally required to walk.

The employee must occasionally lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. An employee in this classification will require the ability to remain calm in stressful situations.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually quiet. An employee in this classification may encounter upset or disgruntled persons, and will deal with sensitive police information.

This position 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.

Revision History: Created 2004; Revised 11/2013, 1/2015, 3/2018, 7/2019, 4/2022.