

# RECORDS CLERK

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## DEFINITION

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Under general supervision, performs general clerical and specialized record keeping duties in support of the police record management system; performs related duties as required.

## REPRESENTATIVE DUTIES

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*The duties listed below are examples of the work typically performed by the employee of this class. Not all assigned duties may be listed. Marginal duties (shown in italics) are those which are non-essential job functions for this class.*

1. Performs public reception duties in the Police Department; provides routine and factual information; may receive and issue licenses, permits and reports; may take routine complaints or reports over the phone or in person.
2. Files and retrieves a variety of documents alphabetically and/or numerically; maintains confidentiality of information; reviews files and documents for completeness and accuracy of standard information.
3. Conducts file searches for specific documents; photocopies reports and other documents; answers requests for file information; distributes documents; may shred documents as directed.
4. Receives and processes police reports and related documents; reviews case files to determine information necessary for file completion; assembles data for statistical reports.
5. Answers phones; determines nature of call and handles or routes as appropriate; balances daily cash receipts.
6. *May provide relief for communication dispatchers.*

## EMPLOYMENT STANDARDS

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### Education and/or Experience

Two years of clerical experience including filing and document processing, or any combination of training and experience that provides the desired knowledge and abilities.

### Knowledge of:

Office methods and procedures; office equipment operation; public contact techniques.

### Ability to:

Understand and follow verbal and written instructions; alphabetize or numerically/chronologically sort and file materials; work independently; operate a variety

of office equipment; establish and maintain effective working relationships with superiors, peers, subordinates and the general public.

**Skill in:**

Typing/keyboarding operation at a rate of 40 wpm.

**Special Requirements**

Possession of or ability to obtain a valid California Driver's License may be required.

Possess ability to pass an extensive background investigation.

**Physical Demands**

Strength, dexterity, coordination, and vision to regularly use a keyboard and computer for prolonged periods; dexterity and coordination to handle files; occasional lifting of objects weighing up to 25 lbs; moving from place to place within the office; some reaching for items above and below desk level.

**WORKING CONDITIONS**

Shift work including weekends and holidays with periodic change in shift; generally clean work environment with limited exposure to conditions such as dust, fumes, odors, or noise; daily use of a computer; periodic contact with angry and upset individuals.

Date Adopted: August 6, 1996