

CITY OF SALEM
POLICE RECORDS TECHNICIAN

00401
20401
40401

NATURE OF WORK

This is complex clerical and technical work involving extensive computer entry, retrieval and distribution of sensitive, confidential information involved in maintaining police records.

Work involves varied clerical and police service activities including reception, answering telephones, dealing with requests for information and assistance from police personnel, other agencies and the public; performing varied clerical assignments, operating computer terminals, and processing and maintaining various records and record systems. Work requires ability to follow designated procedures; acquire a thorough understanding of all police records computer systems and the appropriate methods to enter and retrieve information based on conditions of an incident or requested information; and to perform work very accurately and calmly during periods of peak activity. Work is performed with substantial independence in accordance with established procedures. Work often involves interpretation of various procedures and regulations to other personnel or the public often of a sensitive, confidential, and/or time critical nature. Work of most positions in this class is characterized by a rotation of shifts and days off.

Work is performed with detailed instructions and reviews in the beginning. As experience is gained employees work with initiative to determine the best methods to code, enter, retrieve and distribute police records information according to established regulations. Employees are required to become familiar with all duties assigned to Police Records Technician and to acquire and maintain LEADS certification after appointment.

ILLUSTRATIVE EXAMPLES OF WORK

(Any single position of a class will not usually involve all of the essential duties listed and many positions will involve essential duties which are not listed.)

Processes incident case reports including issuing of case numbers, reviewing records for completeness and appropriateness, obtaining corrected information or incomplete information for case reports as necessary. Copies and collates documents, and distributes reports to various sections, divisions, and agencies according to established procedures. Maintains security, privacy and confidentiality of police records. Releases police records according to established procedures. Advises others of the procedures required to access police records.

Processes citations and accident reports according designated procedures. Processing involves reviewing documents for completeness and appropriateness, determining appropriate codes necessary to enter document into a variety of computer data bases, identifies the nature of the citation or accident report in order to determine proper distribution to other agencies, personnel and media. Routes or mails copies of

reports as needed; files a variety of records and reports. If citations or accident reports are incomplete or inaccurate, returns to issuing officer or modifies documents as necessary.

Evaluates citations, police reports and related police records to determine what information is necessary to codify and enter into computer data bases. Codes a variety of information on police records including vehicle codes, firearm codes, etc.; interprets police record data base regulations to each incident for proper reporting in required computer systems. Identifies what data base computer systems should receive entered information and how each computer system is integrated with another, distinguishing when a code is appropriate for one data base and not another. Enters appropriately coded information into a variety of data base systems, reviewed entered information for completeness, accuracy and appropriateness.

Operates computer terminals, personal computers, teletypes, microfilm equipment and a variety of modern office equipment and telephone machines; performs word processing and clerical duties such as filing, preparing daily reports, etc.; compiles police statistics; counts petty cash; serves as police matron when necessary; assists the public obtain police services via telephone and counter service. Responds to a variety of inquiries concerning police record information.

Assists in the training of new employees, acts as Police Records Supervisor during as shift as needed. May assist Police Shift Commander as necessary or provide periodic matron services as needed.

Performs other related work as required.

WORK QUALIFICATIONS

Experience in general clerical work involving accurate data entry and computer operation; post-high school commercial courses in business practices and word processing; or any equivalent combination of experience and training which provides the following knowledges, skills, and abilities:

Knowledge of modern office procedures, practices and contemporary office equipment.

Considerable knowledge of the terminology and procedures used by police, fire, ambulance, and other emergency services or the ability to acquire such knowledge within a six month period.

Considerable knowledge of the geography and address system of the City of Salem and service areas within Marion and Polk Counties, or ability to acquire such during the probationary period.

Considerable knowledge of the functions of various public service agencies and other community resources available in the area of emergency services, or ability to acquire such during the probationary period.

Considerable skill in the operation of a personal computer, including rapid, accurate data entry and the operation of computer terminals.

Considerable ability to function efficiently in stressful situations such as constant interruptions.

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Considerable ability to develop a knowledge of a considerable range of procedures, techniques, laws and ordinances related to the maintenance of police records within a six month period.

Ability to establish and maintain effective working relationships with public service agencies and regulatory agencies.

Ability to plan and execute work priorities and resolve work problems within parameters given.

Ability to follow procedures and policies accurately and quickly, particularly during periods of peak activity.

Ability to pass a comprehensive personal history investigation.

Ability to acquire and maintain LEADS certification after appointment.

Work is performed in an office setting. Work includes shift work.

Personnel Director

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