

**POLICE DEPARTMENT  
POLICE RECORDS TECHNICIAN II**

**GENERAL DUTIES:** Under the direct supervision of the Records Supervisor and under the functional supervision of the Administration Support Services Commander, perform a variety of complex clerical duties in support of police activities, most of which are done requiring speed and accuracy.

**GENERAL REQUIREMENTS:**

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions – Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

**ILLUSTRATIVE EXAMPLES OF WORK:**

1. Answer telephone and responds to citizens at counter, providing help as needed.
2. Transcribe crime reports and provide copies as required.
3. Type correspondence, memos, forms and other police related reports as needed.
4. Oversee processing of warrants as well as perform duties as required
5. Operate and train on Criminal Law Enforcement Teletype Systems (CLETS), Criminal Justice Information Center (CJIC), Records Management System (RMS) computer terminals,

- adding, updating and removing reports and information as requested.
6. Record, calculate statistics on departmental activities and prepare monthly statistics for the State.
  7. Accept and process bail for warrants, set court dates, process paperwork according to procedure.
  8. File case files, warrants, all other related forms and materials and retrieve from files as needed.
  9. Type and maintain records in State and National property system, missing persons system and gun system.
  10. Take citizen complaints and refer them to the appropriate agency or individual.
  11. Assist in transporting persons of the same sex in custody as needed.
  12. May be required to strip and/or pat search suspects of the same sex.
  13. Process and maintain files on Domestic Violence Restraining Orders, order After Hearings and Emergency TRO's.
  14. Provide assistance in the collection of and handling of urine specimens from female arrestees and/or probationers.
  15. Process subpoenas, court notices and civil subpoenas for Court appearances by officers and/or citizens. Act as a liaison between police agencies, courts, district attorney, and other agencies.
  16. Handle, in the absence of the supervisor, all civil and/or criminal subpoenas for the "Custodian of Records". Ability to process all aspect of subpoenas.
  17. If bilingual, assist in translating for citizens as needed.
  18. Participate in the training process of new personnel to include the submission of weekly and monthly evaluations.
  19. Work an assigned shift with varied days and/or hours, including holidays and week-ends.
  20. Perform the function of court liaison officer. Handle the complete processing of police reports for the District Attorney and Court. Act as go between for the Department, Court and District Attorney as required.

21. Train new personnel on the court liaison position.
22. Handle the booking of self surrenders as required to include fingerprinting, pictures, and all paperwork.
23. In the absence of the Records Supervisor, maintain operation of the Records Unit, making appropriate decisions as needed.
24. May be subject to recall.
25. Perform related work as required

**REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

**SKILLS:**

1. Use of the Records Management System (RMS).
2. Use of the Criminal Justice Information Center (CJIC).
3. Use of the Criminal Law Enforcement Teletype System (CLETS).
4. Use of communications equipment.
5. Electric typewriter.
6. Computer skills.
7. Interpersonal skills.
8. Listening, hearing and understanding.

**KNOWLEDGE:** Knowledge of:

1. Office principles, practice, policies, and procedures.
2. Correct English usage, grammar, spelling and punctuation.
3. Standards and legal requirements on confidentiality and privacy.
4. Additional knowledge of the law enforcement and legal systems and procedures.
5. Customer service techniques.

6. Additional wordprocessing.

**ABILITIES:** Ability to:

1. Transcribe on a wordprocessor.
2. Type reports from tape dictation.
3. Operate a variety of computer terminals, computer printers and telecommunications keyboard.
4. Answer the telephone and/or respond to people at the counter and provide answers, often under great pressure of time and accuracy.
5. To complete monthly statistics for the state/city on a timely basis.
6. Participate in transporting, booking and supervising custody of persons of the same sex or juveniles.
7. Establish and maintain effective working relationships with supervisor, co-workers, other departments, outside agencies, and the general public.
8. Read, understand, and interpret policies, procedures, and regulations.
9. Organize and prioritize workload effectively to meet deadlines.
10. To train new personnel in the above areas as well as other related police functions.

**MACHINES/TOOLS/EQUIPMENT UTILIZED:**

Typical office and field environments include the following:

1. Computer, keyboard and monitor
2. Laserjet or ink jet printer
3. Telephone or cell phone and headset
4. Pager
5. Copier
6. Calculator
7. Facsimile machine
8. Typewriter
9. Paper shredder or cutter
10. Two-way radio
11. Radio scanner
12. Specialized computer, radio, and phone software
13. Police Department phone system
14. Police Department radio system

15. Foot pedals
16. Uniform
17. Automobile

**PHYSICAL DEMANDS:**

Under typical office and field conditions, employee will perform the following physical activities which include handling files, books, binders, and sometimes boxes of work-related material:

1. Sitting, for prolonged periods of time working at a computer or attending meetings.
2. Walking
3. Standing,
4. Kneeling
5. Bending/stooping
6. Twisting
7. Reaching
8. Carrying
9. Pushing/pulling
10. Lifting, up to 25 lbs.
11. Driving
12. Manual dexterity, using a variety of communication equipment
13. Speed, in meeting deadlines and using office equipment.

**SENSORY DEMANDS:**

Under typical office and field conditions, employee utilizes these senses while using a computer, printer, typewriter, telephone, pager, fax machine, typewriter, copier, calculator, paper shredder, paper cutter, camera, automobile, etc.:

1. Seeing, (color) vision is necessary when working with color-coded filing systems, viewing computer monitors or setting up communications equipment.
2. Speaking
3. Hearing
4. Touching

**ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:**

Office Conditions:

1. Indoors: Typical office conditions, over 90% of the time.
2. Flooring: Low level carpeting, linoleum, tile , wood, etc.
3. Noise Level: Conducive to office settings with phones, alarms, copiers, radios, etc. Lighting: Conducive to normal office setting, may be dimmed for use with monitors.
4. Ventilation: Provided by central heating and air conditioning.

5. Dust or Fumes: Normal indoor levels associated with dust and odors from paper, ink pens, copiers or other office-related equipment.

Field Conditions:

1. Outdoors: Typical conditions traveling to meetings or seminars, less than 5% of the time.
2. Travel: Under varying conditions via automobile or plane, less than 5% of the time.
3. Flooring: Carpet, linoleum, tile, asphalt, dirt, wood, uneven surfaces, etc.
4. Noise Level: Varying low to high equipment noise when traveling.
5. Lighting: Normal outdoor conditions, with possible exposure to extreme weather conditions.
6. Ventilation: Heating and air conditioning provided by a vehicle or plane.
7. Dust or Fumes: Normal outdoor levels associated with pollen, dust, vehicle exhaust, etc.

**HAZARDS:**

Mechanical or electrical exposure is minimal while properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, paper shredder, or paper cutter. When working or traveling in the field, there is some exposure to mechanical hazards when utilizing a vehicle.

**ATMOSPHERIC CONDITIONS:**

Minimal exposure to fumes occurs in a typical office environment. Typical exposure may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

**REQUIRED TRAINING, EXPERIENCE AND QUALIFICATIONS:**

1. Any combination of education and experience equivalent to high school graduation or GED and 3 years experience as a Police Records Technician I.
2. Completion of the basic Records Clerk School and Criminal Justice Information Center (CJIC) Update School.
3. Recommendation by Records Supervisor and Chief of Police.
4. Pass a POST background investigation, which includes a polygraph examination, and extensive Department of Justice criminal record check and an FBI clearance.
5. Pass a post-offer psychological evaluation and a medical examination, which includes a drug test.
6. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicle(s) if the nature and duties of the job necessitate driving.

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7. Prefer bilingual (English/Spanish)
8. Prefer non-tobacco user.