

**POLICE DEPARTMENT  
SENIOR POLICE RECORDS TECHNICIAN**

**GENERAL DUTIES:** Under the direct supervision of the Records Supervisor, provide and present on going in-service training to Records Unit Staff, conduct training as required, does continuous updating of the training manual and Standard Operating Procedures. Evaluate the performance of training programs. Train and evaluate all entry-level technicians and trainees in training programs. Write subordinate technician's evaluations. Participate in training programs. Perform the duties of the Records Supervisor when the Supervisor is absent. Work shift work, including weekends, holidays, nights and evening hours. Perform all other duties as required.

**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. As a trainer, instruct, counsel and evaluate newly hired Police Records Technicians. In addition, present on going in-service training to the Records Staff; and evaluate and write performance appraisals for Records Staff.
2. Prepare updates for procedural and training manuals.
3. Upgrade training for all Records personnel in Police and Local Government procedures and nomenclature.

4. In the absence of the Police Records Supervisor or at the direction of the Police Records Supervisor, assume the duties of the Supervisor by planning, assigning, scheduling and supervising the work of all Records Technicians.
5. Work harmoniously with other employees, provide courteous and professional assistance to perform all related responsibilities as they pertain to the Police Records Technician for the City of Gilroy.
6. Provide and promote a positive image of a Police Records professional.

**REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

**SKILLS:**

1. Listening, hearing and understanding.
2. Public speaking.
3. Independent decision making and organizational skills.
4. Interpersonal skills, e.g. compassion, empathy, patience, sense of humor, courtesy and self-control.
5. Present a positive image.
6. Other skills sufficient to perform listed examples of work.

**KNOWLEDGE:** Knowledge of:

1. Functions and procedures of the criminal justice system as related to the general duties of a Law Enforcement Records Technician.
2. Computer systems policies, procedures and practices. A thorough knowledge of the use and rules and regulations of CLETS/NCIC, CJIC/2; with the ability to train subordinates and co-workers in their use.
3. Principles and methods of supervision, training and personnel administration.
4. Resources available to assist in the operations of Records.
5. Basic use of a personal computer.

**ABILITIES:** Ability to:

1. Communicate effectively (oral and written).
2. Communicate effectively on the telephone or the front counter using proper business etiquette.
3. Hear, understand and execute oral and written instructions.
4. Resolve conflict.
5. Work under pressure on several tasks.
6. Evaluate and counsel.
7. Train effectively.
8. Establish and maintain effective working relationships with supervisor, co-workers, other city employees, outside agencies and the general public.
9. Use proper judgment and make appropriate independent decisions in stressful and non-stressful situations.
10. Analyze and adapt to new/difficult situations.
11. Complete a Police Officers Standard of Training (POST) certified Civilian Supervisor course.

**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, for prolonged periods of time during presentations or training sessions.
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.
4. Lighting: Conducive to normal office setting, may be dimmed for use with monitors.
5. Ventilation: Provided by central heating and air conditioning.
6. 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.

### **REQUIREMENTS, TRAINING, EXPERIENCE AND QUALIFICATIONS:**

1. Any combination of education and experience equivalent to high school graduation or GED and three years experience as a law enforcement Records Technician.
2. Completion of the Basic Records Clerk School and Basic Criminal Justice Information Center (CJIC) training course.
3. Operate computer keyboard at a rate of 35 net words per minute.
4. Must have demonstrated a standard or above average performance and initiative in the areas related to the technical operation of Records: customer service, internal relations, personal appearance, and training of Records staff for the previous year.
5. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicle(s).
6. Prefer non-tobacco user.
7. Pass a post-offer psychological evaluation and a medical examination, which includes a drug test.
8. Pass a POST background investigation, which includes a polygraph examination, and extensive Department of Justice criminal record check and an FBI clearance.

9. Prefer bilingual (English/Spanish).