

POLICE RECORDS TECHNICIAN II

SUMMARY/PURPOSE

This is the journey-level class within the Police Records Technician series performing clerical and technical duties involved in the maintenance of highly confidential records and crime data with only occasional instruction or assistance.

DISTINGUISHING FEATURES OF THE CLASS

Employees at this level are distinguished from the Police Records Technician I level by the proficient performance of the full range of duties as assigned including processing, coding and independently entering various reports into a records management system, working independently, applying well developed program knowledge, and exercising judgment and initiative. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed only on completion and for overall results. Positions at the Police Records Technician II level are normally filled by advancement from the Police Records Technician I level.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
2. Type, word process, record, and file a variety of police records, reports, and materials including memos, letters, reports, complaints, booking information, warrants, citations, and crime and traffic reports from hard copy or dictation.
3. Copy, sort, file, retrieve, and distribute a variety of documents and police reports, citations, warrants, and other materials to appropriate personnel and to appropriate agencies.
4. Assemble, code, index, record, and summarize a variety of police data including administrative citations, serious crime offenses, stolen, stored, recovered, and towed vehicles, crime reports, booking sheets, file field interrogation cards, and related documents.
5. Enter and retrieve data in City, local, state, and federal law enforcement automated database systems.
6. Perform transcription of police reports and typing services using independent judgment.
7. Scan, index, and verify a variety of records and reports into the records management system.
8. Release requested reports and related information to the public or to outside agencies in accordance with established regulations.
9. Perform receptionist duties, including answer telephones and assist department personnel and the general public by telephone or in person by providing general information regarding departmental policies, procedures, and regulations.
10. Maintain, sort, copy, and distribute reports and other materials; distribute mail.
11. Complete criminal history background checks and process fingerprint cards as needed.
12. Handle basic financial transactions, which may include billing, invoicing, ordering of supplies, and receiving monies.
13. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and abilities required.

1. Education & Experience Requirements
 - A. High school diploma or GED equivalent and one (1) year of general clerical experience; and one (1) year of experience comparable to Police Records Technician I with the City of Duluth.

- B. A combination of education, experience, and training considered by Human Resources to be equivalent to the above.
 - C. Ability to type 40 wpm with accuracy.
 - D. Knowledge of modern law enforcement principles, procedures, techniques, and equipment preferred.
2. License Requirements
- A. Possession and ability to maintain data certification issued by the Bureau of Criminal Apprehension.
3. Knowledge Requirements
- A. Knowledge of Duluth Police Department policies, operating procedures, processes, and forms.
 - B. Knowledge of Duluth Police Department records management system.
 - C. Knowledge of modern office procedures, methods, and equipment, including computers and applicable software applications such as word processing, spreadsheets, and databases.
 - D. Knowledge of specialized computer applications used in area of assignment.
 - E. Knowledge of English to include spelling, grammar, sentence construction, and punctuation.
 - F. Knowledge of business letter writing and report preparation.
 - G. Knowledge of principles and practices of police report preparation.
 - H. Knowledge of Uniform Crime Reporting definitions, legal terminology and practices involving criminal reports, records maintenance, and local court procedures.
 - I. Knowledge of pertinent federal, state, and local laws, codes, regulations, and guidelines.
 - J. Knowledge of the principles and practices used in establishing, utilizing, and maintaining files and information retrieval systems.
 - K. Knowledge of principles and practices of data entry and proofreading.
4. Skill Requirements
- A. Skill in comparing and proofreading names, numbers, and other data accurately and rapidly.
 - B. Strong computer skills, including word processing, database, spreadsheet, presentation, and email applications, as assigned.
 - C. Skill in composing business correspondence using independent judgment.
 - D. Skill in making accurate computations.
 - E. Skill in communicating clearly and concisely, both verbally and in writing for sound consultation to the public, professionals, and coworkers.
 - F. Skill in processing a wide variety of police related documents.
 - G. Skill in operating a variety of office equipment.
 - H. Skill in maintaining and updating manual and electronic files and records.
 - I. Skill in customer relations.
5. Ability Requirements
- A. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships with all levels of City staff, outside agencies, and general public.
 - B. Ability to proofread information for accuracy and completeness.
 - C. Ability to organize and prioritize tasks, perform work within established timelines, and to perform work under pressures of time constraints and conflicting demands.
 - D. Ability to accurately enter police reports and other legal information into the computer.
 - E. Ability to understand and apply appropriate federal, state, and local laws, codes, and guidelines.
 - F. Ability to use initiative and independent judgment within established policies and procedural guidelines and exercise discretion in the absence of specific instructions.

- G. Ability to read, interpret and apply a variety of complex materials and instructions, including laws and regulations.
 - H. Ability to maintain confidentiality of records information, and understand and release reports according to the MN Data Privacy Act.
 - I. Ability to operate and navigate records management computer systems.
 - J. Ability to prepare clear and concise documents and reports.
 - K. Ability to train personnel in office duties, and other job-related related topics.
 - L. Ability to use standard office equipment including computers and related software applications.
 - M. Ability to adapt to changing technologies and learn functionality of new equipment and systems.
 - N. Ability to understand and follow oral and written instructions.
 - O. Ability to communicate clearly and concisely, both orally and in writing.
6. Physical Ability Requirements
- A. Ability to sit or stand for extended periods of time.
 - B. Fine dexterity of hands and fingers to operate a computer keyboard, calculator, and other office equipment.
 - C. Ability to occasionally bend, stoop and reach overhead, above the shoulders and horizontally, to retrieve and store files and supplies, etc.
 - D. Ability to lift light objects weighing up to 20 pounds maximum with frequent lifting and or carrying of objects weighing up to 10 pounds.
 - E. Ability to hear and speak sufficiently to exchange information in person and by telephone.
 - F. Ability to see to read, prepare, and proofread documents for accuracy.
 - G. Ability to attend work on a regular basis.

HR: RT	Union: Basic	EEOC: Office/Clerical	CSB:	Class No: 1826
WC: 8810	Pay: 128	EEOF: Police Protection	CC:	Resolution: