

CITY OF PULLMAN, WASHINGTON

CLASS SPECIFICATION

RECORDS SPECIALIST I

3305

GENERAL PURPOSE:

Performs general office, clerical and administrative work to enter and maintain Police records and provide assistance to the public.

CLASSIFICATION SUMMARY:

An employee in this class performs a variety of clerical and administrative tasks in support of the police department administrative function. Work includes transcribing reports, entering data for police records, answering business and non-emergency calls, assisting the public, monitoring jail ingress and egress and assisting officers with other administrative tasks. Most work is performed in public at the front reception desk for the Police Department. Due to the nature of the work, accuracy, attention to detail and multi-tasking are important skills which must be demonstrated by the incumbent. Records Specialists report to the Support Services Manager who reviews work in progress and after the fact for quality, quantity, accuracy and neatness of tasks performed and services provided to the public. Records Specialists do not supervise, but may be required to train new employees in the same or similar job.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Transcribes information from a digital dictation system to a computer database. Enters data into personal computer databases; typing, copying and processing documents to be sent to the city attorney and prosecutor. Monitors, receives and enters information into law enforcement database. Processes requests for criminal activity records checks from law enforcement officers.

Receives incoming business and non-emergency telephone calls; takes and relays messages; provides reception duties by greeting the public, obtaining information, giving directions, answering routine questions, providing forms, collecting fees and writing receipts; assists public with accident reporting; provides appropriate information to other law enforcement agencies as may be required; takes fingerprints of people applying for gun permits. Refers callers from outside the area to the proper agency; refers callers to other city departments as appropriate. Forwards emergency calls and/or calls for service to dispatch.

Assists the public over the counter by answering questions or referring them to the appropriate staff person for answers; May take minor crime reports from citizens at police reception area or by telephone; distributes printed materials and forms as requested or required; issues residential and visitor parking permits and dog licenses.

Controls access to the jail area. Monitors activity in the holding area; searches arrestees of same sex as required; processes bail money and issues receipts. Monitors building security through a video surveillance system.

Occasionally accepts evidence and property.

Receives cash payments over the counter or other work place and issues a receipt manually; balances cash drawer; disperses, maintains and receipts petty cash.

Operates a microcomputer to enter or obtain information from a variety of software. Operates a digital dictation system.

File, fill out and submit fingerprint cards, pull cases for evidence disposal after receiving final disposition, label files, prepare file jacket and print out basic case information when an arrest is made.

Monitor scanner traffic to be prepared for incoming offenders and to open garage doors for emergency calls. Type and process requests for concealed pistol licenses.

Attends work on a regular and dependable basis.

Interacts in a professional and respectful manner with city staff and the public.

OTHER JOB FUNCTIONS:

Assists in training new employees and volunteers; maintains information kiosk in front office; maintains cleanliness/neatness of front reception and records area; Performs other tasks as assigned.

SELECTION FACTORS:

(Applicants should describe their previous experience and training for each of the following selection factors. These factors will be the basis for selecting the most qualified applicants to be interviewed. Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period, and afterwards, for continued employment.)

Knowledge of:

- General office operations including, use of office equipment, personal computer, transcription machine, telephone, fax machine, and copy machine as required by the position;
- English grammar and punctuation;
- Mathematics, sufficient to add and subtract as required by the position.

Ability to:

- Use an IBM compatible personal computer and basic software applications;
- Perform typing work at an acceptance level of proficiency as required by the position;
- Establish and maintain effective working relationships with department personnel, city officials, and the general public;
- Learn and correctly apply routine division and department policies and procedures;
- Read, comprehend, and follow simple oral and written instructions; and to understand and apply available guidelines to varied operational requirements;
- Keep criminal activity records confidential;
- Communicate, meet, and deal with the public and employees in person or by phone, in a pleasant, courteous manner;
- Work effectively with people from various social, cultural, and economic backgrounds;
- Provide quality services in a cost-effective manner and to recommend improved methods of performing the work;
- Learn and follow procedures pertinent to acceptance and disposition of property and evidence received as the front desk;
- Obtain and maintain a police records database certification;
- Physically perform the essential functions of the job.

MINIMUM QUALIFICATIONS:

(Persons applying for a position of this class should have any combination of the following experience and training.)

Twelve months of general office experience. Ability to accurately apply rules of English grammar and punctuation. Typing at a minimum of 40 w.p.m. with 90% accuracy.

TOOLS AND EQUIPMENT USED:

Telephone, typewriter, copy machine, digital dictation system, fax machine, personal computer, including word processing and database.

WORK ENVIRONMENT:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in an office environment while sitting at a desk or computer terminal for extended periods of time or while standing at a counter occasionally. Physical exertion may be required to lift office supplies. Sufficient vision or other powers of observation are essential to permit the employee to read written materials, maintain police records and visually monitor jail and police facilities.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FLSA Class: Non-Exempt

Adopted: 3/96 Revised: 6/99, 12/01, 05/07