

## **SENIOR POLICE RECORDS TECHNCIAN**

### SUMMARY/PURPOSE:

This is the advanced journey level class within the Police Records Technician series performing the most difficult and responsible types of duties assigned to classes within this series including exercising considerable judgment in decision-making regarding day-to-day operations and in providing lead direction and training to assigned staff.

### DISTINGUISHING FEATURES OF THE CLASS:

Positions in this classification are distinguished from others within the series by the level of responsibility assumed and the complexity of duties assigned. Employees at this level are required to be fully trained and proficient in all procedures related to assigned area of responsibility, to have a broad and detailed understanding of support services and records management operations, to have knowledge of City policies and procedures, good problem solving and organizational skills, and have the ability to exercise sound judgment within established guidelines.

### ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned):

1. Lead, plan and review the work of staff responsible for performing a wide variety of technical and clerical law enforcement support duties related to collecting, recording, transcribing, maintaining, processing, editing, retrieving and distributing technical and confidential law enforcement data and information.
2. Provide assistance in administrative and operating programs as assigned; participate in the development and implementation of policies and procedures, assist in the development and maintenance of records manuals, systems, and programs.
3. Train assigned employees in their areas of work including work methods, procedures, and technique; review work and provide day-to-day direction in determining priorities; provide input into performance evaluations for assigned staff; participate in recommending the appointment of personnel
4. Generate quality control reports; conducts quality reviews of mandated reports and logs.
5. Type, word process, record and file the most complex variety work related to police records, reports and materials including memos, letters, reports, complaints, declarations, booking information, warrants, citations, and crime and traffic reports from hard copy or dictation.
6. Copy, sort, file, retrieve and distribute the most complex work related to documents and police reports, citations, warrants and other materials to appropriate personnel and to appropriate agencies.
7. Assemble, code, index, record and summarize the most complex work related to police data including administrative citations, serious crime offenses, stolen, stored and towed vehicles, crime reports, booking sheets, file field interrogation cards and related documents.
8. Enter and retrieve data in City, local, state, and federal law enforcement automated database systems.
9. Perform transcription of the most complex police reports and typing services using independent judgment.
10. Scan, index, and verify a variety of records and reports into the records management system.
11. Release requested reports and related information to the public or to outside agencies in accordance with established regulations.
12. Assist at the front counter of the Duluth Police Department as needed; assists Department personnel and the Public by telephone or in person by providing general information regarding departmental policies, procedures, and regulations.
13. Maintain, sort, copy, and distribute reports, and other materials; distribute mail.
14. File, seal, purge, and destroy police documents as directed and/or in accordance with established regulations, and notify proper government agencies when process is completed.
15. Complete criminal history background checks and process fingerprint cards as needed.

16. Handle basic financial transactions, which may include billing, invoicing, ordering of supplies and receiving monies.
17. Perform related duties as 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, skills, and/or abilities required.

1. Education & Experience Requirements:
  - A. High school diploma or GED equivalent; and one (1) year of general clerical experience; and; four (4) years of experience comparable to Police Records Technician II 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 50 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 lead supervision and training principles.
  - B. Extensive knowledge of Duluth Police Department policies, operating procedures, processes and forms.
  - C. Extensive knowledge of Duluth Police Department records management system.
  - D. Knowledge of modern office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
  - E. Knowledge of specialized computer applications used in area of assignment.
  - F. Knowledge of English to include spelling, grammar, sentence construction and punctuation.
  - G. Knowledge of business letter writing and report preparation.
  - H. Knowledge of principles and practices of police report preparation.
  - I. Knowledge of Uniform Crime Reporting definitions, legal terminology and practices involving criminal reports, records maintenance, and local court procedures.
  - J. Knowledge of pertinent federal, state, and local laws, codes, regulations and guidelines.
  - K. Knowledge of the principles and practices used in establishing, utilizing, and maintaining files and information retrieval systems.
  - L. 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. Abilities Requirements:
- A. Ability to understand, explain and ensure compliance with City policies and department procedures related to assigned areas of responsibility.
  - B. Ability to lead, organize, and review the work of staff; and plan and coordinate work assignments.
  - C. Ability to train and evaluate staff, and provide feedback as needed.
  - D. Ability to exercise good judgment in maintaining critical and sensitive information, records, and reports.
  - E. Ability to proofread information for accuracy and completeness.
  - F. Ability organize and prioritize tasks, perform work within established timelines and to perform work under pressures of time constraints and conflicting demands.
  - G. Ability to establish and maintain effective working relationships with all levels of City staff, outside agencies and the general public.
  - H. Ability to accurately enter police reports and other legal information into the computer.
  - I. Ability to understand and apply appropriate federal, state, and local laws, codes, and guidelines.
  - J. Ability to use initiative and independent judgment within established policies and procedural guidelines and exercise discretion in the absence of specific instructions.
  - K. Ability to read, interpret and apply a variety of complex materials and instructions, including laws and regulations.
  - L. Ability to maintain confidentiality of records information, and understand and release reports according to the MN Data Privacy Act.
  - M. Ability to operate and navigate records management computer systems.
  - N. Ability to prepare clear and concise documents and reports.
  - O. Ability to train personnel in office duties, and other job-related related topics.
  - P. Ability to use standard office equipment including computers and related software applications.
  - Q. Ability to adapt to changing technologies and learn functionality of new equipment and systems.
  - R. Ability to understand and follow oral and written instructions.
  - S. Ability to communicate clearly and concisely, both orally and in writing.
6. Physical Abilities 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.

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