



CITY OF CITRUS HEIGHTS

SENIOR POLICE RECORDS ASSISTANT

DEFINITION

To perform a variety of advanced technical and specialized administrative duties and clerical support related to the Police Records Unit; to provide a high level of customer service, internally and externally; and to participate and oversee work assignments of the Records staff, ensuring accuracy and timely response to internal and external requests for records. Participate in the training and development of less experienced personnel; provide technical and functional supervision of assigned staff; and to perform special projects and assignments as necessary.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Police Records Series. Employees within this class are distinguished from the journey level by the level of responsibility assumed and complexity of duties assigned, and by the independence allowed to operate and make decisions in performing their assignments. Employees perform the most difficult and responsible types of duties assigned to classes within this series. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility and are expected to act as a lead and train staff, including assigning and monitoring work.

SUPERVISION RECEIVED AND EXERCISED

- Receives direction from the Support Services Supervisor or higher level staff.
- Exercises technical and functional supervision over assigned Records staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

- Oversee, lead, and coordinate the activities of the police records staff; train and provide feedback for evaluations of records staff; ensure adherence to established policies and procedures; ensure accurate and complete information and that citizens and incidents are handled in a timely manner; contact appropriate referral agency.
- Participate in the development of policies and procedures; monitor work activities to ensure compliance with established policies and procedures; make recommendations for changes and improvements to existing standards and procedures.
- Respond to complaints regarding records operations; research complaints and gather related paperwork.
- Copy, redact, and release requested police reports, audio, and photos in compliance with established rules and regulations; collect appropriate fees and issue receipts.
- Log, maintain and forward a variety of documents, statistics and information as required by the City, the department and other governmental agencies, meeting strict timeline requirements.
- Search computer files for name, warrant, vehicle, and related checks upon request of authorized department personnel and other authorized agencies.
- Receive and process subpoenas for records release and department personnel appearance in accordance with rules, regulations and procedures; maintain related records.
- Review crime, arrest and accident reports and other documents and provide relevant information to department personnel, other law enforcement agencies, insurance companies, the general

public, and other agencies and organizations in accordance with department protocol and other applicable rules, regulations, and legislative mandates.

- Enter and receive information from the California Law Enforcement Telecommunications System (CLETS) in strict compliance with applicable rules, regulations and procedures.
- Process, distribute and file arrest, crime, disposition, and other reports/documents; process permit applications, collect fees, create and maintain files, and enter data into appropriate manual and/or automated systems.
- Distribute, file, purge, and destroy criminal history information using State Department of Justice and City Police Department guidelines and rules; seal juvenile and adult records according to court order; collect and report Uniform Crime Reporting data.
- Assist with maintaining the department's records management program, including carrying out procedures related to records preservation methods and techniques and/or authorized records destruction procedures.
- Answer business telephone lines from the public, evaluate and enter calls-for-service into an automated CAD system; direct calls to appropriate staff; provide counter assistance to the public and provide a variety of information regarding services, permits, release of records, and department policies and procedures.
- Schedule appointments for a variety of general public needs and assist in the performing of fingerprinting, Live Scan procedures and related activities.
- Perform general clerical duties related to assignment, including typing correspondence, reports, forms, and other documents from drafts, notes, dictated tapes, or brief instruction; compose letters and other documents as necessary; receive, open and distribute mail; file records, reports, correspondence, and related documents.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Procedures and methods for providing services and information related to police records, including collection, maintenance and release of information, files and documents.
- Records management principles, procedures, techniques and related equipment and systems as generally applied to law enforcement uses.
- Automated law enforcement information systems and procedures; and standard law enforcement information, communications, and record keeping terminology.
- Principles of lead supervision and training.
- Applications of various City and Police Department policies and procedures.
- Pertinent federal, state and local laws, codes and regulations and department rules, policies, and procedures.
- Methods and techniques of customer service practices as applied in person, by telephone or via written/electronic correspondence.
- Public Records disclosure laws.

- Principles and procedures of record keeping and filing, both through manual and automated systems.
- English usage, spelling, grammar, and punctuation.
- Basic arithmetic and mathematical calculations.
- Personal computer use and application of programs involving word processing, spreadsheet and database functions.

Ability to:

- Oversee the operations of the police records unit; provide technical and functional supervision to assigned unit personnel; and perform a wide variety of advance level records support duties in support of police department operations and services.
- Intermittently review documents related to records operations; observe, identify and problem solve incidents; remember, understand, interpret and explain operational policies and procedures to the public and staff.
- Perform the full range of police records related activities, including independent compilation, processing and preparation of a variety of records and reports.
- Train records personnel in all aspects of records unit operations, access techniques and methods, including City and departmental policies and procedures.
- Assess and provide documentation related to progress and performance of all records personnel.
- Assist with developing and administering a records training program, including preparation and maintenance of directive manuals and related training materials.
- Perform record searches quickly and accurately; competently perform regular duties with frequent interruption, including from the public by phone or in person.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints; effectively communicate and elicit information from upset and irate callers; demonstrate a high ability to interact with the public courteously, with patience and a positive attitude.
- Operate specialized automated law enforcement information systems including public safety computer systems to access and maintain data.
- Understand the organization, operation and services of the City, the Police Department and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret and apply general administrative and departmental policies and procedures as well as pertinent federal, state and local laws, codes and regulations.
- Exercise good judgement in maintaining critical and sensitive information, records and reports; use sound judgement in following and applying appropriate laws, regulations, policies, and procedures.
- Organize and prioritize work assignments.
- Work varied hours including evenings, weekends, and holidays.
- Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.
- Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.

- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer with proficiency and familiarity.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Three years of journey level experience in a public sector environment performing difficult, sensitive, and technical duties similar to a Police Records Assistant II in the City of Citrus Heights.

Training:

Equivalent to the completion of the twelfth grade

License or Certificate:

May need to possess a valid California driver’s license and proof of automobile liability insurance as required by the position.

PHYSICAL/SENSORY REQUIREMENTS

On a continuous basis, sit at a desk and/or stand at a counter for long periods of time; intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.

File:	Senior Police Records Assistant
FLSA:	Non-Exempt
Created:	05/28/2013
Revised:	08/08/2019 Update supervision; technical edits for clarity