



## POLICE RECORDS DATA ENTRY ASSISTANT

### DEFINITION

To perform a variety of general and specialized administrative and clerical support duties related to police records and reports; to research reports and provide information to law enforcement personnel and the general public as appropriate; to compile and enter data into a records management system database.

### DISTINGUISHING CHARACTERISTICS

This class is distinguished from the Police Records Assistant Series in that the latter performs duties that require specialized knowledge and abilities related to specific functions.

### SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Records Supervisor.

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

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.

Accurately enter data into computer files for police reports, citations, warrants and accident reports (including name, warrants, property, and vehicles).

Accurately scan, archive and index data documents and images.

Process and enter alarm permit applications and assist with billing processes.

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.

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.

Perform general clerical duties related to assignment.

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:

Methods and techniques of customer service practices as applied in person, by telephone or via written/electronic correspondence.

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:

Learn to perform a variety of administrative, clerical and record keeping duties specifically related to law enforcement activities.

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.

Learn the operation of standard equipment, technology and software required in the performance of assigned tasks.

Perform a variety of general clerical and office support functions.

Perform basic mathematical calculations, including figuring fees and making correct change.

Enter data or type accurately at a speed of 35 words per minute net of errors; operate a variety of modern office equipment.

Engage tactfully and courteously with the public and law enforcement personnel; demonstrate a high ability to interact with the public courteously, with patience and a positive attitude.

Work evenings, weekends and varied shifts.

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.

Communicate clearly and concisely, both orally and in writing.

Use 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:

One year of responsible clerical and customer support experience.  
Computer knowledge and skill in Microsoft software products or other like software (such as Microsoft Word, Excel, Word Perfect, etc).

##### 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.

Equal Opportunity Employer

It is the policy of the City of Citrus Heights not to discriminate against qualified employees or applicants because of race, color, religion, gender, sexual orientation, marital status, national origin, ancestry, citizenship, age, medical condition, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Fair Employment and Housing Act (FEHA), and federal laws including the Americans with Disabilities Act (ADA) and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation.

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