



November
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RECORDS CLERK/OFFICE ASSISTANT

DEFINITION

Under general supervision, performs a variety of administrative, clerical, office and customer service duties of moderate difficulty in the Administration and Police Departments including the maintenance, processing, and distribution of police records. Performs related responsibilities as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from assigned supervisory or management personnel.

CLASS CHARACTERISTICS

Incumbents perform a variety of record keeping, administrative, clerical, office support, and customer service work including providing general information to the public, collecting fees, processing and distribution of police records, typing of forms, memoranda, correspondence and reports; assists callers and visitors; maintains records and other documents; learns policies, procedures and work methods associated with assigned duties; performs other related duties as required. Positions in this class work in an established framework in accordance with established rules and procedures and is distinguished from the Senior Clerk Dispatcher in that the latter has broader responsibility for training and oversight of assigned staff and performs the most complex work within the function.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of routine administrative and clerical processes which requires a general knowledge and understanding of department policies and procedures.
- Acts as receptionist by screening calls and visitors, referring inquiries as appropriate and responding to complaints and information requests.
- Maintains and updates records according to established policies and procedures, including indexing a wide variety of violations and notifications, tracking and filing reports, and redacting confidential information when required; purges records and files as required.
- Assembles and compiles information for a variety of departmental, State mandated, and statistical reports, including verifying accuracy and completion of reports and maintaining files.
- Types, formats, edits, proofreads, files, gathers, follows-up on and compiles correspondence, reports, forms, and a variety of other documents related to the functions of department or division.
- Performs data entry; updates and maintains various records, files, and books.
- Receives payments from customers, balances cash drawer, maintains records and submits for deposit cash received daily.
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- Prepares, copies, collates, and distributes a variety of documents, including agendas, bid packages, contracts, informational packets, and specifications; ensures proper filing of copies in department or central files.
- May issue and process a variety of permits, applications, licenses, and other forms.

- Receives, opens, time stamps, sorts and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Operates computer terminal, utilizing word processing and other software programs.
- Monitors and orders, office and other related supplies.
- Coordinates calendars and makes meeting arrangements; and schedule meetings.
- May assist with department payroll and accounts payable processing.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic functions, principals, and practices of law enforcement agencies.
- Applicable Federal, State, and local codes, regulations, policies, technical processes, and procedures.
- Techniques, methods, and processes of record management and retrieval.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office methods and procedures including word processing applications.
- Principles of business letter writing.
- Basic principles of record keeping, cash handling, business arithmetic, and basic statistical techniques.
- Computer applications related to work, including word processing software, and record keeping.
- Terminology and procedures used in public safety dispatching.
- Filing systems and procedures.
- Techniques for dealing effectively and providing a high level of customer service to the public, vendors, contractors, and City staff, in person and over the telephone.

Ability to:

- Learn, interpret, apply, and explain rules, policies, procedures, laws, codes, and regulations.
- Learn police terminology and law enforcement codes.
- Organize, research, and maintain technical and administrative files
- Exercise independent judgment in solving clerical and administrative problems.
- Interact with the public and internal customers on a regular basis
- Transcribe dictation from notes or dictating machine.
- Type at a rate of speed sufficient to meet the requirements of the position (45 wpm).
- Follow oral and written directions.
- Develop and maintain effective working relationships.
- Operate standard office equipment, including computer terminal plus word processing knowledge.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Perform responsible clerical work with accuracy, speed and minimal supervision.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- File materials alphabetically, chronologically, and numerically.
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- Use word-processing, database, spreadsheet, and software applications.
- Use tact, initiative, prudence and independent judgment within general policy, procedural, and legal guidelines.
- Pass stringent personal background investigation.

Education and Experience:

A combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to two years of increasingly responsible administrative, clerical and/or accounting experience. college level administrative, business and/or recordkeeping courses desirable; minimum: graduation from high school or GED.

Licenses and Certifications:

- Possession of a valid and appropriate California's driver's license.
- Typing Certificate (45 wpm)

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification have regular occasion to bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.