

CITY OF RIVERSIDE

2655 (I)
2658 (II)
2659 (III)

HUMAN RESOURCES DEPARTMENT

12/19/05
Revised

CLASSIFICATION SPECIFICATION

TITLE: POLICE RECORDS SPECIALIST I/II/III

DEFINITION

Under general supervision, to perform a variety of complex and responsible document management duties that includes the use of multiple confidential automated law enforcement databases; to perform data entry of criminal information into confidential records management systems (Records Management Systems) and various state and federal confidential telecommunications systems; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

Police Records Specialist I: This is the entry class of the series. Incumbents in this class perform routine police records review and in-take, maintenance, dissemination, retention, security and retrieval of documents under close supervision.

Police Records Specialist II: This is the journey level class of the series. Incumbents in this class perform proficiently all the duties of the Police Records Specialist I and perform increasing responsibilities and higher level contact with the public at the counter and in the Telephone Reporting Unit.

Police Records Specialist III: This is the advanced journey level, non-supervisory class in the police records series. Incumbents in this class perform increasingly responsible complex and difficult specialized record keeping and assignments with minimal supervision. Incumbents will work more independently in specialized assignments, performing all phases of police records in-take, maintenance, and retention work. This includes the use of electronic data based police record systems. Incumbents perform a variety of varied, difficult, and responsible specialized clerical operations which involves the application of specialized training and experience gained in the organization or similar type of organization. Work that is not considered routine is reviewed by the Police Program Supervisor. Assignments are usually performed under general supervision.

REPORTS TO: Police Program Supervisor

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Police Program Supervisor. May receive functional and technical supervision from higher level sworn or civilian Police Department staff.

EXAMPLES OF DUTIES (all positions):

- Perform a wide variety of complex document management duties related to confidential police reports, law enforcement records, court requirements, subpoenas, police records, registrant and permit files.
- Prepare official correspondence and reports.
- Provide courteous and expeditious customer service to police personnel, City department staff, other law enforcement personnel and the general public.
- Receive, review, verify, correct, classify and code criminal information as defined by the Federal Bureau of Investigation (FBI) Uniform Crime Reporting (UCR) Standards, and as further identified by Data Management and Crime Analysis needs for police operations.

Access county, state, interstate and national law enforcement records, automated data and electric information systems for the purpose of research, retrieving, updating and purging the databases.

- Process, prepare documentation, maintain and retrieve a high volume of police data, reports and records of criminal investigations, arrests, accidents, complaints and incidents; processing includes dissemination of police files to appropriate investigative divisions and other outside agencies as required by law and scanning files into document management systems.
- Process requests for information as authorized for police applicant backgrounds for other agencies, insurance requests and general requests from the public and other agencies; provide information in accordance with applicable laws and based on established departmental procedures.
- Keep statistics and make reports on daily activities and work volume.
- Cross-train on multiple functions.
- Access State of California Law Enforcement and Telecommunications System (CLETS) and National Law Enforcement Systems to enter, modify, update and retrieve data regarding stolen and recovered vehicles/property, confidential information such as drivers license, vehicle registrations, information of wants and warrants, missing persons/runaways, etc.
- Assist the CLETS Agency Terminal Coordinator in enforcing system compliance laws and carrying out validation and audit responsibilities with a high degree to accuracy within the time limits, prescribed by the Department of Justice.
- Assist in the training of new employees; update and maintain desk procedures.
- Process Livescan applicant and criminal fingerprints and submit electronically to the Department of Justice.
- Review police reports for complete and accurate information before entering into systems; enter a variety of data into computer systems with a high level of speed and accuracy.
- Verify accuracy on supplemental reports to the original reports before attaching criminal history information to a person of interest, suspect or police incident/contact.
- Provide support in collecting data, systematically or manually, for special requests/projects needed for the Police Department's operational and/or administrative needs.
- Verify proper Department of Justice classification codes and proofread entries into the RMS from reports entered using direct entry into RMS or automated field reporting systems that are imported into the database.
- Operate a variety of office equipment including: microfilm readers, scanners, fax and copy machines; perform minor adjustments on office machines and request maintenance services as necessary.

In addition, when assigned as a Police Records Specialist II:

- Write thorough and accurate police reports and ask appropriate questions to obtain the necessary information to determine appropriate crime and/or incident codes.
- Receive and write police reports received by phone or in person at the Public Counter, according to department policy, for past crime involving thefts, burglary, embezzlement, forgery/fraud, runaway juveniles, missing persons, threats, suspicious circumstances, traffic accidents, lost and found property, restraining orders and violations, malicious mischief and other non-emergency crime reports.
- Perform vehicle inspections and sign off verified citation corrections.
- Review police reports and registration documentation to determine legal release of towed and stored vehicles, accept fees, issue receipts and provide documentation to be accepted by contracted tow yards.
- Handle irate and emotional members of the public with the utmost in courtesy, respect and tactfulness.

- Verbally explain legal statuses, reporting policies and records release authorities and restrictions.
- Manage workday to respond to the public needs and questions, balanced with the ability to complete written reports in a timely manner.

In addition, when assigned as a Police Records Specialist III:

- Write complex and thorough correspondence to attorneys and other customers who require certified information from the Police Department.
- Import and review all false security alarm calls for service and credit them to specific alarm user registration accounts; generate and reconcile monthly false alarm billing notices for the City or Finance Department.
- Process, issue and maintain records for permits including alarms, special events, concealed weapons and solicitors.
- Interview, issue and maintain records pertaining to the Federal Bureau of Alcohol and Beverage Control (ABC), sale of weapons, secondhand dealers, pawn shops, pool hall, taxi, massage, fortune tellers and adult entertainers.
- Interview, register, fingerprint, photograph and enter legally mandated information regarding sex, drug and arson registrants.
- Receive and review officer court appearance information on various subpoena types; comply with procedures set forth in the Memorandum of Understanding and Personnel and Training requirements; enter subpoena information into the Court database for all criminal, civil and traffic court subpoenas; retrieve police documents in support for subpoenas for office reference.
- Serve as liaison between Deputy District Attorneys, case attorneys, police officers and police management relating to court appearances; verifying proof-of-service documents and relaying messages between all involved parties.
- Notify officers for "on-call" status and/or notify when no longer needed; provide officers with 24-hour notice when they need to appear for a "24 hour notice" subpoena.
- Duplicate and certify the copies of all police reports, audio recordings, video recordings in responses to requests from the District Attorney's Office, Discovery Requests or general Public Records Acts requests.
- Perform complex line-level staff work, including research and basic programming necessary to extract information from the various databases used throughout the Police Department.
- Provide temporary "lead" duties in the absence of supervisors.
- Verbally explain legal statutes, reporting policies and records release authorities and restrictions.
- Represent the Department in an official capacity based upon the responsibilities of the assignment held.
- Exercise independent judgement.
- Perform higher level computer tasks and development assignments.

QUALIFICATIONS

Knowledge of:

- Modern office practices, procedures and equipment.
- Document management techniques involving typing/keyboarding, classifying, electronic and manual filing and retrieval of documents.
- Proficient at using basic data entry screens and word processing applications.

- Police records, electronic data bases and information systems.
- Relational database structures for entering data into proper modules of automated systems.
- Applicable laws, regulations, policies and procedures relating to public records and confidentiality of law enforcement records.
- Process and maintenance of law enforcement records.

Ability to:

- Perform document management duties to include basic report taking, filing, duplicating, typing, scanning and maintaining detailed records.
- Perform data management duties to include accurate interpretation and entry of indexed data fields.
- Understand and follow oral and written directions.
- Work efficiently with a high level of interruption.
- Communicate effectively both orally and in writing.
- Comprehend and learn to interpret, apply and explain law, codes, regulations, policies and procedures.
- Maintain accurate records and filing systems.
- Comprehend guidelines established by the FBI UCR standards and classify crime data accordingly.
- Proofread and detect errors.
- Operate a computer terminal, personal computer, scanning equipment and related software applications.
- Exercise independent judgment.
- Work with the public and fellow employees courteously and tactfully.
- Recognize, understand and maintain the confidentiality of privileged information.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience:

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

Education: Equivalent to the completion of the twelfth grade.

Experience: Two years of general clerical and computer experience of which one year involved the maintenance of specialized law enforcement records.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENTS

Must be able to successfully pass an extensive police background.

Possession of, or ability to obtain, a valid, appropriate Class "C" California Motor Vehicle Operator's License.

Possession of, or the ability to obtain by the end of the probationary period, the California Law Enforcement

Telecommunications System (CLETS) Certificate and the ability to maintain certification every two years.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Police Records Specialist I

TO: Police Records Specialist II
Police Records Specialist III
Police Program Coordinator