

POLICE RECORDS CLERK

Position Code: 1630

WC Code: 8810

FLSA Status: Non-Exempt

Pay Grade: 350

Location: Police

Approval Date: 2023

General Statement of Duties

Performs administrative support functions in the area of records in the Police Department.

Distinguishing Features of the Class

An employee in this class is responsible for the processing, collection and storage of law enforcement records, reports and information, and assisting the public with police information and services. The employee reviews and enters a wide variety of records and data into computerized data bases as well as maintaining manual records. Work requires knowledge of federal and state guidelines or internal departmental procedures for the processing and storage of criminal records and evidence. Work also requires ability to operate computer terminal and enter data into data base software. The employee is expected to follow standard processes and to assure the confidentiality and security of records and evidence. The employee works in an inside office environment. Work is performed under regular supervision and is reviewed through observation, conferences, reports and review of work performed in the assigned function.

Duties and Responsibilities

Receives, sorts and enters a variety of records and reports into the law enforcement computer system including incident reports, supplemental reports, pawn tickets, arrest sheets, juvenile custody sheets, accident reports, warrants, property sheets, officer reports, evidence, and other reports; files and retrieves these records and reports.

Generates and makes copies for department staff or the public.

Gives information via phone and walk-in traffic to the public and other agencies related to records, release of towed vehicles, department policies or services, or related issues.

Takes reports on simple law enforcement incidents and refers to proper authority.

Enters data according to internal departmental standards and UCR requirements.

Researches records as necessary and required; handles information confidentially and in accordance with laws and operating procedures.

Serves as information source for law enforcement records for insurance companies, attorneys, new media and the general public.

Conducts entry and retrieval of information on DCI computers; accepts parking and other fines and fees.

Assists other office staff and law enforcement officers, as needed.

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Working knowledge of the laws, regulations and procedures for custody, storage, tracking and handling of evidence.

Working knowledge of law enforcement records, reports and requirements.

Working knowledge of standard office equipment and procedures including data base and word processing computer applications.

Ability to input data into computer based on federal and state guidelines or internal procedures.

Ability to plan and organize work, files and records for easy retrieval.

Ability to communicate effectively in oral and written forms.

Ability to develop and maintain effective working relationships with law enforcement officers and staff, other law enforcement agencies and the general public.

Ability to handle multiple priorities.

Ability to meet deadlines and work standards which may be performed under stress.

Ability to handle confidential information and records appropriately.

Ability to handle departmental funds appropriately.

Ability to type and perform data entry with appropriate speed and accuracy and to proof own work.

Physical Requirements

While performing the duties of this job, the employee is frequently required to reach with hands and arms, sit, talk, hear, push, pull, and perform repetitive motions. Hand and finger dexterity is needed to operate computer terminals and equipment. This position involves sedentary work requiring the employee to exert up to 10 pounds of force occasionally; and/or a negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to prepare data and statistics, operate a computer terminal, do extensive reading and perform visual inspection of work performed.

Desirable Education and Experience

High School Diploma or GED and one to three years of experience in records, general administrative support or clerical work; or an equivalent combination of education and experience.

Special Requirement

Certification by the State of North Carolina as a DCI operator in required modules within one year of hire.