



POSITION DESCRIPTION

Position Title: Records Clerk, Police Department

Reports to: Police Records Supervisor

FLSA Status: Non-Exempt

Status: Regular Full-Time

Grade: II

Hours of Work: First, Second or Third Shift

Statement of Duties

Position is responsible for providing customer service to Police Department visitors and answering incoming calls. Work includes providing information and assistance to the public, receiving and recording payments, providing clerical support to Police Staff, various reports and/or data entry, and working on special projects as assigned.

Supervision

Employee works under the general supervision of the Police Records Supervisor. Employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult, or unusual assignments, including suggested work methods. Unusual situations are referred to the supervisor for further instruction. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed. Employee works outside of normal business hours, as required, to attend meetings.

Employee does not exercise any supervisory responsibilities.

Employee may have access to some confidential correspondence.

Job Environment

Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Employee uses judgment to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline to use in a given situation. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation and is subject to constant interruptions.

Errors can result in adverse public relations, delay or loss of service, monetary loss, and/or legal repercussions.

Position has constant interaction with the public, in person, in writing, and on the phone, as primary contact for the Police Department. The purpose for contact is to respond to inquiries, requests, or complaints; and provide direction and assistance as needed. Other contacts are with other Village departments, other municipalities, local groups, and organizations for the purpose of giving or receiving information and assistance.

Position Functions

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to, or extension of, the position.

Essential Functions

1. Serves as primary contact for the Police Department, greets visitors and answers incoming calls; provides information, assistance, and direction as appropriate.
2. Processes and distributes all incoming and outgoing mail.
3. Receives cash and check payments for fines and fees and processes payments entering transaction data in to the department's financial software system.
4. Orders supplies for office as needed, maintains an adequate inventory of supplies, and maintains, cleans, and organizes supply storage closet.
5. Processes supply invoices, sorts charges and receipts by department expense, and files purchase orders accordingly.
6. Processes payments, sorts and copies invoices, enters payment information into database, runs tapes, reconciles accounts and prepares payments for transmission to the Village Treasurer.

7. Works on special projects as assigned.
8. Transcribes reports according to accepted format, revises reports as needed, and performs clerical duties as requested.
9. Performs clerical duties such as creating documents and/or databases using Microsoft Word, Access, and Excel; makes copies, and sends and receives faxes.
10. Performs similar or related duties as assigned.

Physical and Mental Requirements

Employee works in a moderately loud office environment and is required to stand, walk, sit, talk, listen and use hands while performing duties. Employee occasionally lifts up to 10 lbs., and seldom lifts up to 30 lbs. Normal vision is required for this position. Equipment operated includes office machines and computers.

Education and Experience

A candidate for this position should have a High School diploma or equivalent; one to three (1-3) years of experience, preferably as a receptionist or in a position dealing with the public; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

A candidate for this position should have knowledge of:

- Computers and electronic data processing
- Modern office practices and procedures
- Department operations, policies, and procedures
- Municipal operations

Skill in:

- Operation of tools and equipment used by the position
- Communication, customer service and organization
- Use of computer software programs and office applications (Word, Excel, Access...)

And the ability to:

- Prioritize and perform multiple work tasks in a detailed and efficient manner
- Maintain accurate, detailed records
- Interact tactfully with the public and co-workers