



## Job Description

<b>Position Title:</b>	Records Clerk
<b>Department:</b>	Police
<b>Reports to:</b>	Records Supervisor
<b>FLSA Status:</b>	Non-Exempt
<b>Status:</b>	Regular Full-Time
<b>Grade:</b>	III
<b>Hours of Work:</b>	First, Second or Third Shift; may be required to work additional hours to ensure adequate staffing

### 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, writing various reports, entering data, and similar work as assigned.

### Supervision and Responsibilities

Employee works under the general supervision of the 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 ensure that completed work and methods used are technically accurate and that instructions are being followed.

Employee does not exercise any supervisory responsibilities. Employee may have access to some confidential correspondence. Errors can result in adverse public relations, delay or loss of

service, monetary loss, and/or legal repercussion.

### **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.

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.

1. Serves as primary contact for the Police Department, greets visitors and answers incoming calls; provides information, assistance, and direction as appropriate.
2. Enter all information as required into the records management system. Maintain and properly stores all records within the Records area.
3. Transcribes reports according to accepted format, revises reports as needed, and performs clerical duties as requested.
4. Receives payments for fines and fees. Processes payments and enters transaction data in to the department's financial software system.
5. Communicates with Police Officers in the field, sometimes in stressful or urgent situations.
6. Performs clerical duties such as creating documents and/or databases using Microsoft Word and Excel; makes copies, sends, and receives faxes.

7. Works on special projects as assigned.
8. 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. Employee is occasionally required to deal with irate individuals. Employee may occasionally work under stressful conditions. Normal vision is required for this position. Equipment operated includes office machines, telephones and computers.

### **Occupational Risk**

Duties generally do not present occupational risk. Minor injury could occur, however, through employee failure to properly follow common safety precautions or procedures.

### **Education and Experience**

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

### **Required Certifications**

None

### **Key Knowledge and Skills**

Knowledge of:

- Modern office practices and procedures
- Department operations, policies, and procedures
- Local ordinances, state laws and municipal operations

Skill and ability in:

- Communication, customer service and interacting tactfully with the public and co-workers
- Use of computer software programs and office applications
- Prioritize and perform multiple work tasks in a detailed and efficient manner
- Organize and maintain accurate, detailed record