



## City of Klamath Falls

## Position Description

Position: Police Records Specialist	Group: Teamsters
Department: Police Department	FLSA: Non-Exempt

### **Summary**

Under regular supervision, performs a variety of clerical and administrative duties in support of law enforcement activities. These tasks are illustrative only and may include other related duties. This is a non-supervisory position.

### **Distinguishing Career Features**

The Police Records Specialist is an administrative position. Distinguishing career features of this position include maintenance of all aspects of police records, administrative and clerical duties in support of law enforcement activities in accordance with Police Department's policies/procedures, and State and Federal Laws.

### **Essential Duties and Responsibilities**

- Handles citizen complaints on the telephone and in person and forwards them to the appropriate supervisors. Provides a variety of police related information to the public and other governmental agencies.
- Receives incoming telephone calls, determines the nature and urgency of calls, and routes calls according to guidelines.
- Greets the public in person at the front counter and assists with their inquiries or directs them to the appropriate person or location.
- Receives requests from officers for special or specific information; follows up with appropriate information and relays the same back to officer.
- Assists in the processing of a variety of reports and records. Write reports in the records management system.
- Copies and processes reports to be sent to the Juvenile Department and the District Attorney's Office. Copies reports for insurance companies, the military, other law enforcement agencies and citizens when appropriate.
- Performs file searches, files reports and other paperwork, routes reports and paperwork to the appropriate person.
- Operates a terminal on the computerized records system, enters data into the computer, and generates a variety of law enforcement management system reports. Operates other criminal data information systems as needed.
- Establishes and maintains records systems and reports within department guidelines.

- Provides necessary support to other departmental personnel and other City employees.
- Operates a terminal on the computerized records system, operates other criminal data information systems as needed; such as Oregon National Incident Based Reporting System (ONIBRS), to include codes and enters data.
- Delivers excellent customer service to diverse audiences.
- Maintains effective work relationships.
- Adheres to all City and Department policies.
- Arrives to work, meetings, and other work-related functions on time and maintains regular job attendance.
- Performs other duties as assigned that support the overall objective of the position.

**Qualifications**

▪ **Knowledge and Skills**

Requires knowledge of or ability to learn, law enforcement practices, methods and techniques for storing and maintaining police records. Requires knowledge of law enforcement practices or the ability to learn; computer-based databases and software systems; and Word/Excel software applications. Must possess sufficient knowledge of modern office procedures and practices, including the use of computers, and knowledge of information systems equipment, fax, and multi-line phones. Must possess sufficient keyboarding and computer skills to accomplish the work in the prescribed time frame, and to keep work up to date. Must be able to meet all Law Enforcement Data System (LEDS) standards and requirements. Requires skill in communicating effectively in writing and verbally in situations which may be stressful. Requires strong interpersonal skills and be able to demonstrate respect for diversity. Requires skill in cooperation, collaboration and conflict resolution. Requires reading and comprehension skills: such as policies, procedures and instructions.

▪ **Abilities**

Effectively communicate on a one-on-one basis with the public and co-workers and maintain a calm, collective and professional manner when dealing with irate people; maintain effective working relations with employees, other departments, officials and the public; maintain accurate records; type and enter data accurately; learn City and departmental policies and procedures and applicable laws; maintain confidentiality. Read and comprehend instructions, correspondence and memos and be able to write simple correspondence. Apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Deal with problems involving several concrete variables in standardized situations. Ability to resolve situations by making appropriate decisions in highly stressful situation. Must possess the emotional stability and interpersonal abilities to interact positively with people and to function effectively in stressful situations. Ability to learn to use specific computer software and hardware necessary to perform the essential functions of the position in a timely manner. Ability to add, subtract, multiply and divide. Ability to prioritize work, perform multiple tasks, coordinate with other law enforcement agencies, service agencies, and departments and cope with competing and changing priorities. Ability to be flexible, adaptable and creative. Ability to speak effectively in public. Ability to exercise discretion, good judgement and to maintain confidentiality of information and protocols is imperative.

- **Physical Abilities**

The physical demands described here (including lifting, mobility, movement, manual dexterity) are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In the performance of job duties, the employee is frequently required to sit, speak, and listen. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb, including stairs and ladders; balance; stoop, kneel, crouch, bend, reach, or crawl; smell. Up to 30 pounds: lift and carry objects; drag and pull objects; push/pull heavy objects. Manual dexterity and coordination are required during a majority of the work period. Dexterity is used while operating equipment such as cameras, calculators, vehicles, computers, laptops, and equipment required for this position. Specific vision abilities required by this job include close vision and color vision.

- **Tools and Equipment Used**

In the performance of job duties, the employee may use the following tools and/or equipment: telephone; cellular telephone; mobile data terminal; personal computer; copy and fax machines; first aid equipment; and, other equipment.

- **Education and Experience**

High school diploma or GED certification required, and one year of general office experience, including computer applications and records management; experience working directly with the public; well-developed verbal and written communication skills. Combination of education and experience may be considered. Additional office experience preferred. Knowledge of Oregon Judicial Case Information Network (OJCIN) is desired.

- **Licenses and Certificates**

Requires a valid Oregon driver's license and driving record that meets the standards set by the City of Klamath Falls. Law Enforcement Data System (LEDS) certified or able to obtain certification within 90 days.

- **Working Conditions**

The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job. The employee will frequently work in a temperature controlled, well-lighted office environment. Due to the nature of police work, will at times become stressful. The noise level in the work environment is usually quiet to moderate.

- **Pre-Employment**

Job offers for this position are contingent on the individual successfully passing a pre-employment drug screen and fit-for-duty medical exam, to include a hearing test. The applicant must successfully pass a comprehensive background investigation, including a criminal history check and obtain an Oregon State Police Criminal Justices Information Systems clearance.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.