



## **POLICE RECORDS SPECIALIST**

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**DEPARTMENT/DIVISION:** Police

**GRADE:** N/A

**GROUP:** Teamsters

**FLSA STATUS:** Non-Exempt

**EFFECTIVE DATE:** June 2018

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### **SUMMARY**

Performs a variety of clerical and administrative duties in support of law enforcement activities.

### **EXAMPLES OF DUTIES**

These duties represent only the key areas of responsibility; specific assignments will vary depending upon the needs of the department. Other duties may be assigned as necessary.

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. 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 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.

Codes and enters data into the Oregon National Incident Based Reporting System (ONIBRS).

Establishes and maintains records systems and reports within department guidelines.

Provides necessary support to other departmental personnel and other City employees.

### **SUPERVISORY RESPONSIBILITIES**

This is a non-supervisory position.

### **QUALIFICATION REQUIREMENTS**

#### Education and/or Experience:

High school diploma or GED equivalent, 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. Additional office experience preferred.

Knowledge of Oregon Judicial Case Information Network (OJCIN) is desired.

#### Certificates/Licenses:

Possession of, or the ability to obtain, a valid Oregon Driver's License. Law Enforcement Data System (LEDS) certified or able to obtain certification within 90 days.

### **PRE-EMPLOYMENT:**

Job offers for this position are contingent upon the individual passing a pre-employment drug screen, comprehensive background investigation with criminal history check, and obtaining an Oregon State Police Criminal Justice Information Systems clearance.

### **KNOWLEDGE, SKILLS AND ABILITIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

#### Knowledge of:

Law enforcement practices or the ability to learn; computer-based database and software systems; and Word/Excel software applications.

Language skills:

Ability to read and interpret documents in the English language, such as safety rules, operating and maintenance instructions, and procedural manuals. Ability to write, in English, routine reports and correspondence. Ability to speak effectively before groups of customers or employees.

Mathematical skills:

Ability to add, subtract, multiply, and divide using whole numbers.

Reasoning 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.

Other skills and abilities:

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.

Must possess the emotional stability and interpersonal abilities to interact positively with people, and to function effectively in stressful situations.

The ability to exercise discretion, good judgment and to maintain confidentiality is imperative.

**PHYSICAL DEMANDS**

The physical demands described here 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 qualified individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to talk, hear, sit, use hands and fingers to handle and feel objects, tools, or controls; and reach with

hands and arms. The employee is occasionally required to stand, walk, stoop, kneel and crouch. The employee must occasionally lift and/or move up to 30 pounds.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Work is performed in a temperature controlled, well-lit office environment. The 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.

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The City of Klamath Falls is an Equal Opportunity Employer (EOE). In compliance with the Americans with Disabilities Act (ADA), 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.