

POLICE RECORDS TECHNICIAN

IV-1008

Date: October 2009

Department/Division: Police /Records

FLSA: Non-Exempt

Reports to: Records Supervisor

PURPOSE OF POSITION

Under general direction of the Records Supervisor, performs responsible law enforcement related clerical and record keeping work involving the use of a computer terminal and assisting police officers, other law enforcement agencies and the public with locating and processing official police records and reports.

ESSENTIAL DUTIES OF POSITION (with or without accommodation)

The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be assigned.

- Operates the National Crime Information Center (NCIC) computer system in compliance with regulations and guidelines for accurate data entry and system usage.
- Receives and enters information and reports from officers and receives reports and complaints from the general public.
- Processes, determines proper codes and format for warrants and reports, enters data regarding bench and equipment warrants.
- Enters data regarding incident reports and accidents using UCR coding and incident-based reporting guidelines.
- Processes insurance company requests.
- Processes abandoned vehicle information, releases autos or process for auction.
- Updates criminal histories of arrestees and process fingerprints; submits information to Department of Criminal Investigation.
- Compiles shift reports with up-to-date information.
- Processes bad check packets.
- Prepares and submits monthly statistical information.
- Processes insurance reports and issues receipts.
- Responds to requests for information and copies of reports and determines if release of information is appropriate.
- Answers Crime Stoppers phone, compiles information and forward to Investigations Division.
- Processes and balances cash receipts.
- Prepares documents for archiving by microfiche or optical imaging.
- Enters and processes data relating to parking tickets and traffic citations.
- Receives and processes animal control calls that are routed thru the Records Division.
- Uses proper telephone etiquette while taking complaints or answering questions from the public who call into the Records Division.
- Processes incoming and outgoing mail.
- Establishes and maintains effective working relationships with customers (external and internal).
- Maintains regular and punctual attendance and working hours.
- Regularly lifts and/or moves up to 10 pounds and occasionally lifts up to 30 pounds.
- Expected to temporarily perform duties outside of normal classification in the event of a declared emergency. In the event that an employee is excused from work other than being sick, they will be required to report to work in a state of declared emergency.

MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL FUNCTIONS

Graduation from High School or GED and at least two years of responsible data entry and clerical preferably including general public contact work or any combination of experience and training which provides the required knowledge, skills and abilities.

MINIMUM ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Abilities

Ability to speak clearly so others can understand, ability to see details at close range (within a few feet of the observer), ability to see details at a distance, ability to identify and understand the speech of another person, ability to listen to and understand information and ideas presented through spoken words and sentences.

Job Knowledge

Requires a thorough and complete knowledge of data entry systems and procedures. Ability to apply current office technology, resources and services to assist officers, officials and the general public. Knowledge of basic of NCIC regulations, city ordinances, the Iowa Code; and business math, inter-personal relations and the ability to use the English language effectively. Ability to work independently and to exercise good judgement in making decisions in accordance with regulations, ordinances and laws, and to efficiently process complex data, records and reports regarding law enforcement operations and services.

Language Ability and Interpersonal Communication

Requires effective communication skills and the ability to provide assistance to officers and the general public regarding police records. Requires the ability to speak clearly, distinctly and effectively with fellow employees; read in English and compare similarities and differences between words and series of numbers; apply common sense understanding to the work process, procedures, programs and services; and follow verbal and written instructions.

Work Environment

Work is normally performed in a normal inside office environment with appropriate heating and cooling and is not subject to significant occupational or environmental hazards other than those normally associated with general public contact.

Special Requirements

Must receive NCIC Certification within six months of appointment and maintain certification as required by the State of Iowa.

The City of Sioux City is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages employees and prospective employees to discuss needed accommodations with the appropriate City representatives.

Approved Resolution 2009-000766

Dated 10/05/09