City of St. Charles Position Description	Position Title	Police Records Specialist		
	Department	Police	Division	Administration
			Section	
	Full/Part Time	Full Time/Part Time	Union	Non-Union
	Reports to	Police Records Division Manager	Positions Supervised	None
	FSLA Status	Non-Exempt	Salary Grade	P

Position Description Overview

This position, under the general supervision of the Police Records Division Manager, is responsible for data entry, state reporting, adjudication administration and coordination of court schedules and document transfer. Other duties include the dissemination, filing and maintenance of police reports and records, the handling of phone calls and visitors, and receipt of ticket and utility payments.

Essential Job Functions

Standard

1. Take personal responsibility to provide exceptional customer service in order to promote and maintain a positive City image, constructive working environment, and foster pride and professionalism in the workplace and community.
2. Adhere to all departmental and City safety policies.
3. Consistent attendance and punctuality is required.

Position-Specific

1. Provides general support for the Police Records Division:
   - Make computer and manual criminal history inquiries for police officers and other agents of criminal justice agencies;
   - Utilize various department computer systems to input data, make data inquiries, and prepare reports;
   - Maintain manual filing systems;
   - Act as liaison between officers and court with regard to schedule and response to subpoenas;
   - Process and organize documents for administrative adjudication hearings;
   - Accurately prepare, process, and balance collected monies; and
   - Make arithmetic calculations manually or by the use of a calculating machine or computer.
2. Welcome citizens and visitors by greeting them, in person or on the telephone, and answering or referring inquiries.
3. Receive citizen complaints regarding City services and take appropriate action to initiate an efficient response.
4. Ability to answer a switchboard and respond to customer needs appropriately.

5. Utilize various department computer systems to input data, make database inquiries, and perform miscellaneous clerical functions.
6. Accept various cash payments and issue receipts.
7. Maintain department's inventory of forms.

Additional Job Functions

Standard

1. Contribute to a positive group environment by:
   - Complying with all safety policies, practices, and procedures, and reporting all unsafe activities to supervisor and/or Human Resources;
   - Participating in proactive team efforts to achieve departmental and City-wide goals;
   - Assisting other co-workers on special projects as required; and
   - Providing leadership to others through example and by sharing knowledge and skills.
2. Perform other duties as required or assigned.

Position-Specific

1. Ability to answer a switchboard and respond to customer needs appropriately.
2. Perform data entry into City mainframe computer.
3. Perform inquiry and data entry functions in New World modules.
4. Disseminate reports and documents from Records.
5. Monitor department closed circuit television system.
6. Handle time sensitive requests under FOIA.

Basic Requirements

For successful performance in this position, the incumbent will need to demonstrate the following:

Knowledge	*Standard* 1. Proficient knowledge in personal computer skills, electronic mail, record keeping, database activity and word processing.
	Position-Specific 1. Basic knowledge of law enforcement terminology as it relates to the Uniform Crime Reporting System. 2. Working knowledge of basic telephone etiquette and ability to operate a switchboard.
Skills	*Standard* 1. Effective interpersonal communication skills for interaction with elected and appointed officials, employees, agencies, other governmental units, and the public. 2. Excellent file maintenance and organizational skills.

	Position-Specific N/A
Abilities	*Standard* 1. Demonstrated ability to handle confidential material and information in an ethical, professional manner. 2. Demonstrated ability to handle multiple tasks simultaneously and in a timely manner, and with minimal supervision. 3. Demonstrated ability to perform basic mathematical calculations, including the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, and to compute percentages. 4. Ability to function under general supervision and operate within policy guidelines using independent judgment in achieving assigned objectives. 5. Ability and willingness to receive, handle, and complete confidential submissions, records, reports, and data with utmost honesty, integrity, and confidentiality. 6. Ability to speak and communicate clearly in an office environment. 7. Ability to speak effectively before groups of customers or employees. 8. Ability to compose routine correspondence and routine reports in a clear, concise, logical, and effective manner, utilizing proper grammar, spelling, punctuation, sentence structure, and tone. 9. Ability to collect, logically organize, and analyze information, and make appropriate decisions or recommendations within scope of position responsibilities. 10. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. 11. Ability to accurately proofread and edit documents for correct grammar, spelling, sentence structure, punctuation, tone, and content. 12. Ability to type 35 words per minute. 13. Possession of a valid driver’s license.
	Position-Specific 1. Ability to maintain composure in stressful situations. 2. Ability to operate a variety of office equipment including a typewriter, calculating machine, scanner, fax, and computer terminal. 3. Ability to speak, write, and comprehend the English language. 4. Ability to become Law Enforcement Agency Data Systems certified within six months of accepting position. 5. Ability to understand complex instructions and procedures, and prioritize and complete assignments with little supervision and in compliance with department standards; ability to understand complex instructions and procedures and

	prioritize multiple assistance requests. 6. Ability to perform duties with initiative and good judgment and to use resourcefulness and tact in public contacts. 7. Ability to handle cash transactions with accuracy.
Education & Experience	1. High school diploma or equivalent is required. 2. Associate's degree is desirable. 3. Minimum of two (2) years of data entry/database support experience. 4. Minimum of one (1) year of receptionist experience with general clerical experience, preferred. 5. Any equivalent combination of experience and education that provides the required knowledge, skills, and abilities.
Physical/ Environmental Demands	*Standard* Light physical activity performing non-strenuous daily activities of a productive/technical nature at moderate noise levels in a well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation, including: 1. Physical ability to sit, stand, walk, climb, balance, stoop, kneel or crouch. 2. Physical ability to reach items with arms and hands and manual dexterity and fine motor skills sufficient to perform all essential and additional job functions and basic requirements listed above. 3. Physical ability to hear ordinary conversation, such as questions from residents, as well as other sounds, such as the telephone ringing, etc. 4. Ability to see close, at a distance, and with peripheral vision as well as to adjust vision focus.
	Position-Specific N/A

Position Description Acknowledgement

Position Title	**Revised/Updated**
Police Records Specialist	2/20/14

I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the assignment of essential job functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

Employee	Date
Supervisor	Date
Human Resources	Date