



Records Clerk Police

PD/12

JOB SUMMARY

This position is responsible for performing customer service and clerical duties in the maintenance and processing of Department records and is designed to be one of support to all divisions.

MAJOR DUTIES

1. Greets visitors, answers telephone, provides information and assistance, takes messages, and refers to appropriate personnel.
2. Responds to and initiates GCIC requests of all types; enters, checks, clears, and cancels warrants as appropriate; enters information for bench, probation, and state warrants.
3. Maintains GCIC certification records, administers certification tests, prepares files for auditors, schedules employee training as assigned.
4. Monitors teletype for State, Regional, and National broadcasts.
5. Responsible for various types of data entry.
6. Prepares City citations for court; verifies accuracy and completeness.
7. Maintains inmate City detail records; maintains record of work detail eligibility; assists with processing inmate billing.
8. Processes bonds (cash, property, and signed).
9. Types reports, maintains incident reports, accident reports, citations, and other documents. Enforces the security requirements of all records.
10. Adheres to safe work practices and complies with all personnel policies and departmental regulations.
11. Performs such other duties as assigned by proper authority.

KNOWLEDGE REQUIRED BY THE POSITION

1. Skills in the provision of customer services; public and interpersonal relations.
2. Skills in oral and written communication.
3. Knowledge of modern office practices and procedures.
4. Knowledge of computers and job related software programs.
5. Ability to gain knowledge of City streets, buildings, parks, housing projects, and landmarks.
6. Knowledge of GCIC policies, procedures, and standards.
7. Skills in operating such office equipment as a computer, copier, and scanner.
8. Ability to access, input, and retrieve information from a computer.
9. Physical endurance to work under stressful and hectic conditions.

SUPERVISORY CONTROLS

The Support Services Administrator assigns work in terms of somewhat general instructions. The supervisor spot-checks completed work for compliance with instructions and established procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include City customer service policies and procedures, City personnel policies and procedures, GCIC guidelines, and Departmental regulations. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

The work consists of related clerical and customer service duties. Frequent interruptions contribute to the complexity of the position. The purpose of this position is to perform clerical and customer service duties in support of the management of Department records. Success in this position contributes to the efficiency of Department operations.

CONTACTS

Contacts are typically with co-workers, representatives of other law enforcement agencies, and members of the general public. Contacts are typically to give or exchange information and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, bending, crouching, or stooping. The employee occasionally lifts light or heavy objects. The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

1. High School Graduate or possession of an acceptable diploma.
2. Type at least 35 words per minute.
3. Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
4. Possession of valid Georgia Driver's License.
5. Prior to appointment, a psychological fitness examination may be administered and assessed by a qualified professional or test(s) chosen by the City of Tifton Police Department.
6. Prior to appointment, must be able pass a polygraph administered by qualified personnel chosen by the City of Tifton Police Department.
7. Ability to access, input, and retrieve information from a computer.
8. Listening skills.
9. Ability to enter data and type at a prescribed rate of speed.
10. Ability to operate radio equipment.
11. Ability to remain calm and act quickly during emergency situations.
12. Ability to work independently without close supervision.
13. Standing and sitting for extended periods of time.
14. Works inside in an office environment under stressful conditions.
15. Subject to rotating shift work.
16. Must help with maintenance, upkeep, and cleanliness of assigned equipment and work area.