

POLICE SUPPORT SERVICES CLERK

DEFINITION

Under supervision, performs a variety of specialized clerical duties in support of police operations; including records storage and retrieval, information dissemination to the public, processing of forms, and related tasks.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from a Police Support Services Supervisor. This class does not exercise supervision.

DISTINGUISHING CHARACTERISTICS

Police Support Services Clerk is the entry level class of the Police Support series. Incumbents of this class perform a variety of office support and clerical duties specific to the Records Unit of the Police Department. This class is distinguished from the Police Support Services Technician in that incumbents of the latter are responsible for the more complex clerical assignments and have lead responsibilities.

Incumbents of this class may be required to work weekends, holidays or nights.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

(may include, but not limited to, the following:)

Responds to requests for information from the public and outside agencies; answers routine questions and/or responds to inquiries requiring the interpretation of policies and procedures; directs callers to appropriate internal departments and/or external organizations or personnel.

Prepares, files, retrieves and disseminates a variety of routine and/or confidential correspondence, documents and informational materials.

Performs a variety of clerical activities in support of records operations, which may include: typing, review of case documents, filing, processing mail, and other related activities.

Enters a variety of information into applicable or records management systems; assembles, codes and records a variety of police data.

Compiles and organizes a variety of data and information from databases, paper records and files, and/or other applicable sources.

Queries and researches a variety of information in various law enforcement specific

databases.

May compose routine correspondence and brief reports.

May be required to retrieve archived records.

May demonstrate technical duties to others.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Customer service principles and practices.

Proper English grammar, usage, and spelling.

Filing and recordkeeping principles and practices.

Modern office equipment and procedures.

Ability to:

Read and apply rules, policies, and procedures.

Prepare and maintain accurate records.

Maintain confidentiality and use sound judgment in handling sensitive materials.

Deal tactfully and courteously with the public, other staff and other law enforcement agencies.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate effectively orally and in writing.

Skill to:

Safely operate a motor vehicle.

Use computers and applicable software applications.

MINIMUM QUALIFICATIONS

Possession of High School Diploma, or GED;

AND

Two (2) years of experience performing responsible clerical work in a position having substantial public contact.

Special Requirements

Possession and continued maintenance of a valid California Driver's License at time of appointment.

Will be required to successfully pass a California Department of Justice certification on statewide law enforcement data base systems prior to the end of the probation period. Failure to obtain the required certification will be cause for termination from this class.

Successful completion of an extensive background investigation.

APPROVED: (Signature on File)
Director of Personnel Services

DATE: 12/9/21

New: 11/12/18

Revised TJM:SCM:bn 12/2/21