



City of Watsonville

Job Description

JOB TITLE:	Police Clerk I, II & III	DATE APPROVED:	December 12, 2017
DEPARTMENT:	Police Department	SUPERSEDES:	September, 1989
REPORTS TO:	Records Supervisor		
SUPERVISION:	Non-supervisory		
EMPLOYEE UNIT:	Clerical Technical (SEIU 521)		
FLSA:	Non-exempt		

JOB SUMMARY: To process, maintain, and update police records and reports and to research and provide information to law enforcement personnel and the public regarding information on file with the Police Department. This job class is responsible for handling highly confidential and sensitive information in accordance with established rules and regulations, and state law.

Police Clerk I:

Employees in this classification receive close supervision within a framework of well-defined policies and procedures. This job class performs the more routine tasks and duties while learning the more complex functions. This job class requires accuracy and attention to detail and functions at an entry level of classification. As job knowledge and skills increase, coupled with satisfactory or higher job performance, promotion to the next higher level class may be reasonably expected.

Police Clerk II:

Employees in this classification receive general supervision within a framework of standard policies and procedures. This job class performs the full range of the classification's tasks and duties and requires knowledge of the rules and regulations related to the proper release of information from law enforcement agencies. This job class functions at a journey level of classification.

Police Clerk III:

Employees in this classification function at an advanced level in the Police Clerk series and are distinguished from Level I and Level II by the performance of more complex duties such as special projects as it relates to police records, reports and/or research. In addition, this position will become the lead in the absence of the Records Supervisor.

EXAMPLES OF ESSENTIAL DUTIES: Duties may include, but are not limited to, any combination of the following:

- Researches, compiles, duplicates, distributes, and collects appropriate fees for a variety of Police Department information including court papers, police reports, warrant requests, accident reports, etc. in accordance with established rules, procedures, and state laws
- Takes statements and descriptive information from witnesses, suspects, citizens, and victims regarding crimes, incidents, and accidents; relays pertinent information to law enforcement personnel, supervisors, and/or dispatchers
- Conducts criminal records searches; contacts other agencies, requests case status and prior

- criminal convictions; locates and duplicates police reports and citations
- Logs, maintains, and teletypes status of warrants of arrest from other law enforcement agencies; distributes to Police Officers
- Sends and receives teletype messages through the California Law Enforcement Telecommunications System (CLETS)
- Prepares, types, and mails notices to defendants, tow companies, and licensed holders of city permits
- Classifies and sorts arrest and traffic collision reports
- Checks reports for serial numbers on stolen and recovered property
- Processes subpoenas; stamps, public records act requests, logs and prints notification of service
- Prepares found property reports; requests case number, submits property to the Property Division, and completes necessary paper work
- Performs data entry and access for a variety of information including arrests, crimes, accident reports, victims, witnesses, and suspects; issues control numbers; enters, edits, and updates data
- Performs receptionist duties in a tactful manner dispersing information and service to the public as required
- Through strong communication skills, provide a high level of customer service by being courteous, respectful, and understanding
- May translate English into Spanish and Spanish into English for police personnel and the public as assigned
- Performs related duties similar to the above in scope and function as required

EMPLOYMENT STANDARDS

Knowledge of:

- Proper English usage, grammar, punctuation, vocabulary and spelling
- Basic office methods, procedures, and practices
- Computers and various software
- Basic functions, procedures and policies of a municipal police department

Ability to:

- Learn the activities, operations, procedures, policies, and state laws, related to the maintenance and release of police records and information
- Perform basic clerical work with speed and accuracy
- Type at a rate of 40 words per minute from clear, legible copy
- Understand and follow oral and written instructions
- Use tact and poise in dealing with the public
- Operate standard office equipment/machines such as copier, typewriter, and computer
- Maintain a variety of records and files and prepare related reports
- Effectively and tactfully communicate in both oral and written forms
- Establish and maintain effective work relationships with those contacted in the performance of required duties
- Speak English, may require ability to speak Spanish

PHYSICAL REQUIREMENTS: Physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Sit at a desk for long periods of time
- Occasionally bend, stoop, reach, squat, twist, climb, and kneel
- Use hands and fingers to grasp and handle various objects
- Occasionally lift\move up to 20 pounds
- See adequately to read text, correspondence, forms with fine print
- Hear and speak adequately to converse on a telephone and in person
- Use a computer keyboard
- Work indoors using near vision for prolonged periods
- Stand for long periods of time and walk on uneven surfaces

EDUCATION AND EXPERIENCE

Any combination of training and experience which provides the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities is:

Education: High School graduate or equivalent

Experience: Some basic office assistance working background or completion of vocational training in office assistance skills is highly desired

Licenses/Certificates:

- Possession at the time of hire and continued maintenance of a valid California Driver's license and safe driving record.

SPECIAL REQUIREMENTS

- Successful completion of a background investigation which may include, review of credit history, driving record, criminal activity, military and employment records, and character references

Police Clerk II: (In addition to the above standards)

Knowledge of:

- Proper office methods, procedures, and practices
- Proper procedures and polices related to the maintenance, handling, and release of police records and information

Ability to:

- Perform a variety of general office assistance work with speed and accuracy
- Interpret, apply, and explain the procedures, precedents, and policies related to the handling of police department records
- Apply good judgment in recognizing scope of authority and in referring problems to others
- Type at a rate of 45 words per minute from clear, legible copy

Training and Experience: Any combination of training and experience which provides the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities is:

- Two years of work experience performing duties comparable to those of a Police Clerk I with the City of

Watsonville

Police Clerk III: (In addition to the above standards)

Knowledge of:

- Local and State laws governing the release and distribution of law enforcement records
- Proper use of various law enforcement databases and software

Ability to:

- Act in a supervisory role in the absence of the Records Supervisor
- Demonstrate ability to independently receive, review and process police reports, records and related documents, ensuring compliance with the Public Records Act
- Read, interpret and apply laws, rules and directions
- Use independent judgement and personal initiative
- Effectively resolve the more difficult customer service issues

Training and Experience: Any combination of training and experience which provides the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities is:

- Five (5) years of work experience performing duties comparable to those of a Police Clerk I and II with the City of Watsonville