COMMUNITY SERVICES OFFICER – RECORDS
Formerly: Police Records Technician

DEFINITION
Under close supervision, receives, prepares, inputs, files and maintains police documents including complaints, citations, declarations, court orders, and crime/arrest and traffic reports.

ESSENTIAL FUNCTIONS
(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
- Receives, prepares, inputs, files and maintains police documents including complaints, citations, declarations, court orders, crime/arrest and traffic reports;
- Summarizes police record data including crimes and booking information;
- Performs data entry and retrieval of information in computer databases;
- Collects fees and fines for services including vehicle release, information research, photographs and clearance letters; assists training new employees.
- Prepares and files documents for purge, retention, sorting and classification; reviews archived documents for accuracy and legibility prior to hard copy destruction;
- Prepares bail/bond transmittals and citations for courts;
- May Livescan and submit prints to Department of Justice;
- Monitors incoming teletypes to respond to Hit Confirmation notices within a certain mandated time frame;
- Provides customer service by responding to counter, telephone and facsimile requests.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
- Knowledgeable of police records and record-keeping procedures, and of customer service techniques and concepts;
- Skilled in maintaining and updating files and records, in following oral and written instructions, in establishing and maintaining productive working relationships;
- Ability to perform essential duties with little supervision, maintain confidentiality of information received in the course of performing essential job duties, effectively communicate verbally and in writing to various levels of staff and customers, and type 30 net words per minute;
- Proficient in the use of a personal computer, MS-Office Suite software, and other industry related computer programs.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in an office environment. Work may require frequent standing, walking and bending. Incumbents in this job classification may be exposed to repetitive motion and vision to a computer monitor.

QUALIFICATIONS
A high school diploma or equivalent, AND one (1) year experience in electronic and manual records and file maintenance; OR an equivalent combination of education and experience. Must possess at the time of application and maintain a valid California Drivers License.