

POLICE RECORDS CLERK

Position Purpose:

The purpose of this position is to perform specialized clerical work of a complex and varied nature requiring the application of independent judgement, interpretation, and appropriate application of records laws, policies, and regulations on the basis of knowledge gained through training, experience on the job, research ability, and established precedent. Responsibilities include operation of various kinds of office equipment, computers and extensive contact with the public. Guidance and direction may be provided to other employees assisting in routine detail.

Job Environment:

The Ayer Police Department maintains a professional work environment; therefore, all employees must present a professional appearance in accordance with the Operational Procedures of the Department. Job functions must be performed in a closed work area with limited access. During duty periods, records personnel may be confined to this area for long periods of time, exposed to emergency situations and stressful contacts with the public both in person and by phone. Employees must demonstrate the ability to meet the physical demands of the job, including the ability to reach and retrieve files from a height of eight to ten feet utilizing a ladder or step stool, and to be able to stoop or bend to floor level, lift and carry paper supplies for the Department and archived records weighing up to 25 pounds (a dolly and special retrieval ladder is available to assist in this). This position requires the extensive utilization of computers on a daily basis for data entry, analysis, retrieval, and distribution of police documents and related material.

Police reports may contain violent, offensive, and/or sexually graphic material related to serious and traumatic criminal events. Records personnel are subjected to reading these reports, overhearing discussions related to their content, and may view photographs or other evidence in the context of official and necessary Departmental operations.

Police records contain privileged, restricted and/or confidential information where improper distribution may result in civil litigation, criminal prosecution, adverse impact on continuing investigations, and/or endangering police officers. Due to the serious consequences of inappropriate distribution of information gained during the course of functioning as a Police Department employee, **failing to maintain appropriate confidentiality is grounds for termination from the Department.**

Records personnel must be able to retrieve information from all areas of the center as required, handle several situations simultaneously under often stressful conditions, and communicate with the public in a positive manner which reflects professionally on the Town as well as the Police Department.

Essential Functions:

Receives and prepares reports for distribution to District and Superior Courts, District Attorney's Office Court Prosecutor, Department employees, and other law enforcement agencies.

Separates, sorts and files documents alphabetically, numerically, or by other established classifications; retrieves material from the files upon request and maintains records on the movement of file materials.

Receives, duplicates, and distributes a variety of reports and forms; checks reports and papers for clerical accuracy, completeness, and compliance with established standards and procedures.

Enters crime information from reports into computer systems.

Retrieves information upon request.

Reads, classifies, codes and tallies reports according to established coding systems, requiring understand and knowledge of coding procedures and the use of independent judgement.

Compiles Uniform Crime Report information for reporting to the Commonwealth of Massachusetts, Federal Bureau of Investigations, various law enforcement agencies, and other authorized organizations.

May receive and process Department mail.

Responds to requests for report research and make copies in compliance with Department Policies and the open records guidelines (CORI) as provided in the Massachusetts General Laws.

Received phone calls, answers routine questions, completes forms, and refers inquiries to appropriate persons for action.

Serves as receptionist for the Police Department facility as needed.

Serves as a cashier for the Police Department, receiving payment of fees, issuing receipts, and maintaining required records.

Must be able to develop an extensive knowledge of the Police Department and Town operations, NIBRS system, proficiency in accessing and updating various computer automation systems, ability to work with people of various backgrounds, and completion of cross training in records, license to carry firearms, and administrative secretarial duties including payroll, billing and accounts receivable.

Recommended Minimum Qualifications:

Education, Training and Experience:

Graduation from high school or possession of a GED certificate, or equivalent combination of education, experience and training. Public contact experience required. Reception and office experience highly desirable. Experience with *Microsoft* TM*Word*®, *Excel*®, *Access*®, and *Outlook*® preferred.

Knowledge, Ability, Skills:

Knowledge:

Must develop a working knowledge of and follow Department policies and regulations as established in the Operational Procedures Manual.

Knowledge of computer terminal operations for the Police Department, Commonwealth (State), and the National Crime Information Computer (NCIC) systems.

Knowledge of Police Department and Town organization and operations.

Ability:

Ability to understand and carry out or follow written and oral instructions.

Ability to communicate clearly, concisely and effectively both orally and in writing under normal, stressful, and/or emergency situations.

Ability to establish and maintain control over situations as they develop.

Ability to effectively and courteously deal with the public.

Ability to establish and maintain effective working relationships with supervisors, fellow employees and the public.

Ability to make quick, reasonable, and effective decisions.

Ability to type a minimum of 30 words per minute accurately.

Ability to learn, apply, and maintain a strong working knowledge of *Microsoft™ Word®*, *Excel®*, *Access®* and *Outlook®* as well as the IMC in-House computer system (*Windows®* based).

Ability to operate standard office equipment.

Skill: The position requires the use of a typewriter, FAX machine, photocopier, personal computers, computer keyboards, telephones, and other office equipment as required in the performance of clerical duties.