

## LEAD POLICE RECORDS TECHNICIAN

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under direction, leads, oversees, and participates in the more complex and difficult work of staff responsible for performing a wide variety of general and/or specialized office support, clerical, and technical work in support of Police Department support services operations; oversees and participates in collecting, indexing, processing, maintaining, retrieving, copying, and distributing confidential law enforcement data and information; oversees and participates in performing a variety of record keeping functions including processing police reports; oversees and participates in receiving and providing assistance to the public at the front counter and over the telephone; and performs a variety of technical and administrative tasks relative to assigned areas of responsibility.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Lead, plan, train, supervise, and review the work of staff responsible for performing duties related to the operation of the Police Department Records Unit; participate in performing the work of the unit and perform the most complex work of the unit including addressing technical issues and making operational decisions in coordination with supervisory and management staff.
2. Assist in coordinating the scheduling of Records Unit staff; ensure all shifts are sufficiently covered.
3. Provide a variety of staff and administrative assistance related to the Records Unit; attend staff meetings and work with supervisory and management staff to resolve issues related to records; perform special projects as assigned including developing records related policies and procedures.
4. Perform the more complex and difficult duties related to the Records Unit; review morning files including to data enter contents using proper codes to ensure accurate reporting to Department of Justice and to ensure correct information for filing criminal cases; provide final approval for all police reports including to ensure proper coding for Department of Justice's Universal Crime Reporting statistics.
5. Perform the full range of Police Records Technician duties; perform a wide variety of technical and clerical duties in support of departmental operations including those related to collecting, indexing, processing, maintaining, retrieving, copying, and distributing technical and confidential law enforcement data and information including police reports, citations, warrants, protective orders, and subpoenas.

**CITY OF ANTIOCH**  
**LEAD POLICE RECORDS TECHNICIAN (CONTINUED)**

6. Enter, maintain, and retrieve data, reports, and information into and from a variety of automated law enforcement records systems; enter police reports and citations including names, vehicle information charges, property, dispositions, and classification of charges.
7. Process, track, and distribute subpoenas and coordinate court appearances for all Antioch Police Department personnel.
8. Photocopy and distribute crime, incident, arrest, and accident reports, warrants, subpoenas, follow-up requests, and related paperwork to various agencies including departmental staff, other local and state law enforcement personnel, insurance companies, and other agencies and organizations; process and distribute police reports and criminal complaints to the District Attorney's Office for prosecution.
9. Assist, provide information, and respond to questions and concerns from the general public, departmental staff, and other agencies in person and by telephone; forward calls to appropriate personnel; take and provide phone messages; respond to public inquiries for information regarding police reports and other matters; ensure that the release of records follows state, federal, and local laws.
10. Process all court orders to seal police records including juvenile and adult records seals.
11. Perform background checks; process requests from various agencies for local criminal/traffic contact information.
12. Assist with police file and record management including their destruction and transformation to micro-imaging; scan reports, citations, and photographs into the laser-fiche; shred old files; assist in the implementation of file record management systems and programs.
13. Type correspondence, reports, forms, statements, petitions, civil and criminal complaints, and other confidential and specialized documents from drafts, notes, dictated tapes, or brief instructions; compose letters and other documents as necessary.
14. Compile and total police statistics; conduct comparative statistical analysis of computer generated reports to ensure accuracy of information; prepare state and federal mandated reports.
15. Perform general clerical duties including typing, distributing mail, and filing; order and maintain assigned office supplies.
16. Perform related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

- Principles of lead supervision and training.
- Operations, services, and activities of a criminal justice records management program.
- Basic organization and operations of a police department.
- Use and application of basic law enforcement terminology.

**CITY OF ANTIOCH**  
**LEAD POLICE RECORDS TECHNICIAN (CONTINUED)**

- Law enforcement records management principles, procedures, techniques, and equipment.
- Principles of business letter writing and basic report preparation.
- Modern office procedures, methods, and equipment including computers.
- Computer applications such as word processing, spreadsheet, and database applications.
- Automated law enforcement information systems and procedures.
- Public and agency desk procedures and methods for providing services and information including those related to collecting, maintaining, and releasing information, files, and documents.
- Pertinent federal, state, and local laws, codes, and regulations and department rules, policies, and procedures.
- Customer service principles and practices.
- Methods and techniques of proper phone etiquette.
- Principles and procedures of record keeping and filing.
- Mathematical principles.
- Basic principles of business letter writing and basic report preparation.
- English usage, spelling, grammar, and punctuation.

**Ability to:**

- Lead, organize, and review the work of records unit staff.
- Independently perform the most difficult work related to the area of work assigned including technical and administrative duties.
- Assist in the technical and functional supervision of the records unit.
- Provide one-on-one training of new Police Records Technicians.
- Interpret, explain, and enforce department policies and procedures.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Oversee and participate in the maintenance of accurate and current law enforcement records and files.
- Compile, maintain, process, and prepare a variety of records; prepare clear and concise reports.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Develop solutions to information processing and operational problems.
- Understand the organization, operation, and services of the City, the Police Department, and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general administrative and departmental policies and procedures.
- Use sound judgment in following and applying pertinent laws, regulations, policies, and procedures.
- Perform a variety of office support and clerical duties and activities of a general and specialized nature in support of departmental operations.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person; exercise good judgment, and make sound decisions in emergency situations.
- Plan and organize work to meet changing priorities and deadlines.
- Exercise good judgment in maintaining critical and sensitive information, records, and reports.
- Read, understand, and review documents for accuracy and relevant information.

**CITY OF ANTIOCH  
LEAD POLICE RECORDS TECHNICIAN (CONTINUED)**

- Use applicable office terminology, forms, documents, and procedures in the course of the work.
- Operate and use modern office equipment including a computer and various software packages.
- Operate specialized automated law enforcement information systems including police computer systems to access and maintain data.
- Type and enter data accurately at a speed necessary for successful job performance.
- Maintain confidentiality of records.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, City staff, or other agencies on sensitive issues in area of responsibility.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines**

**Education/Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized training in police records management, office management, staff supervision, or a related field.

**Experience:**

Three years of increasingly responsible clerical support experience in a criminal justice environment.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting and at a public counter with extensive public contact and constant interruptions.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

FLSA: Non-Exempt

Created: September 2013

This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.