



Public Safety Clerk

Class Specification

Revised 9/23

Class ID: 640

Unit: NPA

Probation: 6 Months

FLSA: Non-Exempt

DEFINITION

Under general supervision, performs a variety of general and technical clerical duties involving the processing and maintenance of departmental reports, records, and files; assists and provides information to the public; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Police Records Supervisor. Exercises no direct supervision of staff.

DISTINGUISHING CHARACTERISTICS

This is the journey level class requiring only occasional instruction or assistance as new or unusual situations arise. Incumbents process a wide variety of police records information using several different specialized data systems. This class differs from other clerical classes in the knowledge of crime and other specialized data entry and retrieval codes and systems.

EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Perform a wide variety of complex document management duties related to confidential police reports, law enforcement records, court requirements, subpoenas, warrants, police records, registrant, and permit files; enter a variety of statistical data and reporting into computer systems with a high degree of accuracy.

Process and/or prepare documentation including letters, petitions, civil and criminal complaints; maintain and retrieve a high volume of police data, reports and records of criminal investigations, arrests, accidents, complaints, and incidents; collect and prepare documents for arrests and citations; forward documents to appropriate department, unit, and court.

Maintain and update records according to established policies and procedures, including indexing a wide variety of violations and notifications, tracking and filing reports, and redacting confidential information when required; purge records and files as required; file and maintain book information, fingerprint cards, and other law enforcement reports.

Access State of California Law Enforcement and Telecommunications System (CLETS) and National Law Enforcement Systems to enter, modify, update, and retrieve data; send and receive teletypes on state and federal systems.

Verify and review forms and reports for completeness and conformance with established regulations and procedures; apply departmental and unit policies and procedures in determining completeness of applications, records, and files.

Perform court liaison duties, including interacting with the District Attorney's office and staff, judges, attorneys, and public defenders; respond to discovery and evidence requests and subpoenas.

Perform a variety of customer service and administrative support functions related to records release and maintenance, including receiving, responding to, and entering requests for police reports, and screening and forwarding telephone calls and non-emergency calls for service.

Assemble and compile information for a variety of departmental, state mandated, and statistical reports, including verifying accuracy, completing reports, and maintaining files.

Provide general information regarding department policies, procedures, and regulations, including responding appropriately to complaints, requests for information, and requests for service in person and by telephone, forwarding written complaints against personnel, and coordinating work with other City departments.

Prepare court packages, process restraining orders, and distribute incoming mail; and participate in the registration services.

Collect fees for various police services; receive and process bail payments; calculate fees and prepare invoices for cost recovery and false alarm billings; balance and reconcile daily cash receipts.

Provide basic research assistance to officers and other law enforcement personnel as requested.

May be assigned to assist in different areas of the Support Services Division such as the Property and Evidence section.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of law enforcement agencies.
- Police terminology and law enforcement codes.
- Techniques, methods, and processes of police record management and retrieval.
- Business arithmetic and basic statistical techniques.
- Basic principles of record keeping and cash handling.
- Operation of multiple telephone lines and radio systems.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- Modern office methods and procedures, equipment, and filing systems.
- English usage, spelling, punctuation and grammar.
- Computerized records management systems.

Skill or Ability to:

- Communicate clearly and effectively with people from a variety of socio-economic backgrounds.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Courteously receive requests and complaints, answer questions, and make referrals.
- Make accurate, concise, and timely computer entries and updates on local, state and national computer systems.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks including various computer programs such as PIN/CLETS.
- Perform simple mathematical calculations for computing such items as bail logs, time sheets and service fees.
- Rapidly learn policies and procedures related to work.

- Interpret tables and compare numbers.
- Learn the geography of the Newark.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Read and synthesize information from police reports, manuals, state codes, warrants, and maps.
- Take facts and apply established procedures to the solution of problem situations.
- File, organize and purge alphabetical and numerical files; maintain accurate records.
- Work under pressure, exercise good judgment, and make sound decisions in emergency situations.
- Enter data into computer system and prepare written materials with sufficient speed and accuracy to perform the work; type accurately at 45 wpm.
- Understand and follow both oral and written instructions.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.

Education and Experience:

Any combination of education and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Possession of a high school diploma or equivalent, and two (2) years of administrative experience preparing, compiling, and distributing records, files, reports, or statistical information. Police records experience desirable.

License and Certificate:

- Possession of a valid driver license and a satisfactory driving record throughout employment.
- California POST Records Course and California POST Public Records Act Course are desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases. Willingness and ability to work any shift; work holidays, weekends, scheduled and emergency overtime; be available on call, as required; willingness to work a variety of assignments and to rotate to different assignments as directed. Wear uniform or professional business attire required; comply with departmental grooming standards.