

## **POLICE CLERK I**

### **DEFINITION**

Under general supervision, to learn to perform a variety of office assistance and law enforcement support duties in the maintenance of Police Department records and reports; to transcribe reports from tapes, making copies and routing to appropriate departments; to perform counter work with the public; to process warrants; to perform general office support assignments; and to do related work as required. An incumbent must have good customer/citizen contact skills and use great diplomacy and tact in dealing with the public.

### **DISTINGUISHING CHARACTERISTICS**

This is the entry and first working level in the Police Clerk class series. Incumbents learn to maintain Police Department records and reports, and may be required to work any one of the Police substations and Evidence Yard. The Police Clerk I performs many assignments in a training and learning capacity. When an incumbent becomes familiar with the Police Department records systems and policies, and demonstrates good sustained work performance, they may be promoted to the Police Clerk II.

### **REPORTS TO**

Police Records Supervisor; assigned Police Sergeant

### **CLASSIFICATIONS SUPERVISED**

This is not a supervisory class.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

{Many of the assignments listed below are performed in a training capacity with the expectation that an incumbent will develop the capacity to perform the full scope of work with minimal guidance and supervision}

Transcribes reports and a variety of other work from tape, copy, or rough draft; enters information into a computer system, reviewing documents for accuracy of the cited codes; enters citation, report, arrest register, and disposition data into the appropriate data base and/or information system; distributes citations/reports to other law enforcement agencies; reviews information requests and retrieves data from various data bases; serves as a receptionist, providing public information regarding departmental procedures and practices and selling reports and bike licenses; operates the CLETS system to print booking slips, registrations, warrant entries, and criminal history.

## **POLICE CLERK I - 2**

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES** *(continued)*

Provides information and directions to the public regarding the completion of complaint filing; contacts other appropriate law enforcement agencies pertaining to warrants, disposition of charges, and extradition of prisoners; indexes, selects, cross-references and arranges records, documents, and correspondence in a variety of files and computerized information systems; verifies the proper recording of documents; handles mail and telephone requests for reports; balances the cash drawer; keeps arrest registers and performs NCIC validation and arrest dispositions; handles subpoenas; answers the telephone, exercises basic responsibility in determining priority of responses and transferring emergency calls to other agencies, as warranted; receives, sorts, and distributes incoming and/or interoffice mail; collects fees; prepares reports as required, may serve as primary office support and receptionist at a Substation; verifies and inputs statistical data; performs record and warrant checks; logs and processes served warrants; and verifies warrant status for outside agencies.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, typewriter, dictaphone, transcriber, telephone, calculator, copiers, and FAX equipment.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment; continuous contact with other staff and the public.

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Correct English grammar, usage and spelling.
- Modern office methods and procedures.
- Proper telephone techniques and procedures.
- Excellent customer/citizen contact skills.

#### **Ability to:**

- Learn the operating policies, procedures, and functions of the Merced City Police.
- Learn the laws, codes, and regulations related to police records and reports.
- Learn to operate computerized systems, transcription machine, and teletype equipment.
- Use sound judgment in handling sensitive material
- Understand and follow oral and written directions.
- Read, analyze, and interpret laws, codes, rules, and regulations
- Evaluate situations and respond appropriately
- Use a computer keyboard to enter and extract a variety of data and information.
- Perform a variety of office support work.
- Deal tactfully and courteously with the public and other staff.
- Establish and maintain cooperative working relationships.

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**DESIRABLE QUALIFICATIONS** (continued)

**Training and Experience:**

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

Graduation from high school or equivalent and two years experience performing responsible clerical work in a position having substantial public contact; or any equivalent combination of education and experience.

**Special Requirements:**

Possession of an appropriate California driver's license issued by the Motor Vehicles Department.

Type at a rate of 40 words per minute net. Typing certificate required at time of application.

Reference: City of Merced Personnel Rules and Regulations, Sections 5.05 and 5.07

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APPROVED

  
Chairperson, Personnel Board

DATE: November 13, 2000