

CITY OF MONTGOMERY

POSITION DESCRIPTION

Position Title: Police Clerk

FLSA Status: Non-Exempt

Reports to: Police Office Supervisor

Civil Service Status: Unclassified

General Function:

Is responsible to the Police Office Supervisor for performing routine clerical and reception tasks including typing, filing, maintenance of records and greeting the public. Also provides clerical support services for other departmental employees. Assists in the business operations of the department. Is committed to the mission, vision, and values of the City through ethical conduct, community stewardship, individual initiative and responsive service. Demonstrates leadership, management and technical skills through effective collaboration, using team resources, progressive decision making and personal responsibility.

Competencies:

Leadership

Exhibits behavior consistent with the mission, vision and values of the City of Montgomery.

Furtheres the mission, vision and values of the City through excellent customer service, creative problem solving, decision making, and stewardship of City resources.

Engages in and supports the long-term direction of the department through progressive strategic planning and departmental goal setting that is responsive to the needs of the community.

Contributes to a learning/thinking/renewing department through customer feedback and continuous improvement.

Provides teaching, mentoring and motivation to other employees within the organization through the sharing of knowledge, skills and information; is proactive in performing and improving his/her own work and suggests and participates in projects and activities to improve the function of the entire organization.

Demonstrates emotional intelligence in day-to-day work, decision making and problem solving.

Initiates and suggests actions to improve departmental and City operations, employee performance, morale and work methods.

Demonstrates a commitment to provide and require excellent customer service through cooperative team and individual efforts.

Communication

Provides suggestions, advice and support to supervisor, department head, other City employees, employee teams, and the City's customers.

Communicates the City's mission, vision and values through words and actions.

Communicates effectively, both orally and in writing with the supervisor, department head, City employees, employee teams and the City's customers.

Works cooperatively with all City employees toward the common goal of providing high quality services.

Exhibits excellent interpersonal and human relationship skills.

Management

Participates in development and mentoring of co-workers to achieve a cohesive work unit consistent with the City's mission, vision, and values.

Is accountable for the delivery of quality services and work product as a part of the overall departmental and City-wide strategic direction, goals and objectives.

Contributes to a superior work culture through participation in training and mentoring to develop leadership, management and technical skills in all employees.

Assists fellow employees with developing and implementing programs and objectives to improve departmental and City-wide efficiency.

Effectively manages multiple assignments and priorities to ensure the fulfillment of projects, tasks and responsibilities.

Assists in the preparation of, and adherence to, operational and capital budgets and exhibits good stewardship of the organization's resources.

Suggests and carries out procedures to assure the highest standards of risk management, employee safety and risk avoidance.

Technical Tasks

Demonstrates knowledge of enforcement of the Ohio Revised Code and the City of Montgomery Ordinances and laws by departmental personnel.

Maintains all police department files and reports including offense reports, master name files, accident and incident reports and other general files and records.

Answers the telephone and receives the general public.

Performs administrative and emergency police dispatching on City band radio.

Collects fees, fines and bonds in accordance with established procedures.

Processes and distributes arrest paperwork to appropriate court(s).

Performs data entry, computer queries and warrant verification.

Serves as backup to the Mayor's Court Clerk.

Performs all job duties in compliance with the established rules and regulations of the Police Department and the City of Montgomery.

Demonstrates accountability and responsibility for completion of work assignments in the absence of a department supervisor; provides responsive and timely feedback to supervisory staff on status and progress of work activities.

Promotes safe work practices and ensures compliance with City safety policies.

Assists in the development of operating procedures, policies, rules and regulations.

Evaluates the purchase of City equipment; orders department supplies and equipment.

Prepares letters, reports, purchase requisitions, legal notices, memos, and other written documents.

Attends meetings, seminars, training programs, conferences and other related events.

Maintains individual knowledge and skills to be able to carry out all duties of position.

Reviews and investigates complaints and requests for service(s).

Handles other responsibilities and duties as assigned or needed.

Equipment Used:

Operates automobile and current office equipment including: telephone, fax machine, copier, calculator, computer, mobile phone, document scanner, and two-way radio equipment.

Location of Work and Physical Requirements of Position:

Must be able to safely and effectively operate a motor vehicle; demonstrate dexterity in the use of hands; must be able to move/transport oneself from one work site to another; must be able to perform lifting of departmental equipment, supplies, and tools; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, visual inspection involving small equipment and tools or detailed clerical work, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; requires ability to work flexible shift hours; and be able to deal with stressful conditions in a calm and professional manner. Work is performed primarily in the Montgomery Safety Center or in other City facilities as required.

Minimum Requirements for the Position:

High School diploma or G.E.D.; coursework from an approved two-year business school or college preferred; three years responsible work experience. Ability to interact effectively with the public, agencies and staff at all levels; knowledge of modern office practices and procedures; knowledge of municipal policies and regulations; ability to use computer software such as spreadsheets, word processing and databases; ability to maintain financial records and reports; ability to maintain complete confidentiality of information; ability to maintain effective working relationships; ability to communicate effectively, orally and in writing; must possess a valid driver's license from state of residency.