

**City of San Rafael
Job Class Specification**

Job Title: Police Call Taker and Records Specialist

SUMMARY

Employees in this class routinely take all non-emergency calls for service both over the telephone and in person at the police department counter; provide information and assistance to the public both over the telephone and in person; process, maintain, and disseminate all police reports and a wide variety of confidential police department records.

General supervision is provided by the Police Civilian Supervisor. Responsibilities may include training and/or indirect supervision of lower level personnel.

This is an entry and journey level specialized police civilian classification and performs all duties required to effectively dispatch police services. This classification is distinguished from the Police Civilian Supervisor classification, which is assigned as a unit supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties described are representative of those that must be met by an employee to successfully perform essential job functions. Additional duties may be performed as required. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties.

- Answers and evaluates all non-emergency calls for service and responds to each individual call with appropriate action and may be required to take some emergency calls for service
- Enters information into the CAD system about calls for service including type, location, nature and description of the event; researches, interprets, and applies the appropriate law, code, or statute to all police records related issues.
- Evaluates and handles all in-person requests for service at the front counter of the police department and responds to each request with appropriate action, including advice, information, referrals, assistance with counter reports, and taking of supplemental reports
- Provides callers and walk-in customers with assistance, information, or referral on situations that they determine not to be police-related; serves as a conduit of information from the police department to other public safety agencies and service providers.
- Operates a complex computerized records management system; processes and maintains a wide variety of police reports, documents, and records in both electronic and paper format; enters and retrieves information from other law enforcement data bases and resources
- Maintains and ensures the integrity and security of all confidential police records and reports; provides for the appropriate release of information in accordance with all state laws governing confidentiality and the release of police records; researches, purges and seals records.
- Prepares mandated statistical and other reports for the State Department of Justice; prepares, codes, categorizes, tabulates, enters, and audits a variety of data, forms and reports
- Prepares both standardized and specialized letters, records and reports; prepares releases for impounded and stored vehicles and criminal record clearances. Collects fees, posts and balances monies.
- Orders and maintains office supplies; delivers reports to other agencies; may be asked to perform matron duties.
- Performs related duties as required.

KNOWLEDGE OF:

- Modern police methods and procedures.
- Statutory and case laws and ordinances related to evidence, property and records.
- City and Department policies and procedures.
- State and Federal regulations regarding records retention, distribution and destruction
- Information technology, personal computers and related software applications.

ABILITY TO:

- Communicate effectively both verbally and in writing.
- Interpret and explain laws, rules, regulations and technical procedure manuals.
- Establish and maintain cooperative relationships with the public and fellow employees.
- Maintain confidentiality regarding sensitive information.

LANGUAGE, MATHEMATICAL AND REASONING SKILLS:

Ability to read and interpret documents such as rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak to customers and groups of employees. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

EDUCATION, CERTIFICATION AND EXPERIENCE:

High school diploma or general education degree (GED); one to three years related experience and/or training; or equivalent combination of education and experience. Valid drivers license .

PHYSICAL DEMANDS:

The physical demands described here 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 functions. While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently exposed to video display and frequently works in inside environmental conditions. The employee occasionally works in evenings or weekends. The noise level in the work environment is usually quiet.

Hazards: Hazards are moderate, fairly predictable and protected against.

Department: Police
FLSA Status: Non-Exempt
Prepared By: SRPD Succession Planning Committee
Prepared Date: November 2008
Approved By: City of San Rafael & San Rafael Police Association
Approved Date: April 2010