



CITY OF SANTA CRUZ POLICE RECORDS TECHNICIAN

Reports to: Police Records Supervisor
Supervises: Non-supervisory
Bargaining Unit: Service

BASIC FUNCTION

Under general supervision, performs responsible clerical work primarily involving police records and report preparation and maintenance, and related clerical work as required.

DISTINGUISHING CHARACTERISTICS

This classification is distinguished from the next higher classification of Police Records Supervisor in the latter classification is responsible for supervising Police Records Technicians and the operation of the Police Records Division on assigned shift.

TYPICAL DUTIES *(May include, but are not limited to, those duties listed below.)*

- Maintains a variety of numerical and alphabetical records pertaining to related police activities such as arrests, traffic citations, accident reports, warrants for arrest, alarm registrations, trespass authorization letters, bicycle licenses, field interviews, and detention reports.
- Prepares and provides required documentation needed by the District Attorney in preparation for arraignment and prosecution of arrestees.
- Performs various entry and maintenance transactions involving stolen vehicles, missing persons, restraining orders, stolen property, etc., within state and national law enforcement telecommunication system databases (CLETS/NLETS).
- Processes crime, accident and incident reports, including quality control review and distribution.
- Processes court orders for sealing and destruction of records.
- Processes record requests for insurance companies, criminal justice agencies and the public.
- Processes documents related to registration of sex, arson and narcotic offenders.
- Types police related reports and correspondence as assigned; transcribes various police reports from transcribing machine tape into Records Management System.
- Sends and receives teletype messages through the California Law Enforcement Telecommunications System (CLETS).
- Prepares and maintains records of teletype communications and refers pertinent information to the proper police authorities for further consideration and/or necessary action.
- Responds to personal or telephone inquiries from the general public, other law enforcement agencies and representatives of the judicial process regarding information on file with the police department.
- Operates office equipment such as a computer, copier, cash register, and calculator as necessary.

City of Santa Cruz
Police Records Technician

- Posts crime information to the City's website
- Assists front desk staff as needed.
- Acts as the department's receptionist or investigation section receptionist as assigned.
- Performs other related duties as assigned.

WORKING CONDITIONS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Additionally, the position requires far and near vision when reading and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds is also required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

MINIMUM QUALIFICATIONS

Knowledge:

- Standard office procedures, practices and equipment;
- Proper grammar, spelling, punctuation and business correspondence format;
- Filing and record-keeping systems.

Skills:

- Typing skill of 50 w.p.m.

Abilities:

- Proofread and edit for proper spelling, grammar, punctuation and format;
- Accurately type recorded statements in final form;
- Maintain confidentiality of sensitive information;
- Effectively organize and prioritize own work assignments and to work with deadlines;
- Establish and maintain effective working relations with City staff, outside agencies and the general public;
- Communicate information clearly and concisely;
- Interpret and apply administrative and departmental policies and procedures;
- Understand and carry out oral and written directions;
- Work independently in the absence of specific instruction;
- Analyze situations appropriately and adopt effective courses of action;
- Process detailed paperwork in accordance with specific procedures.
- Work with numerous reference materials, including the internet;
- Adapt to frequent changes in regulations, policies and procedures;
- Adapt to advances in computer technology;

City of Santa Cruz
Police Records Technician

- Pass a thorough background investigation, including polygraph examination, to determine suitability for work with restricted law enforcement documents.
- Work cooperatively with coworkers in a shared-work environment.

OTHER REQUIREMENTS

- Willingness to work varying daytime schedules as assigned, including weekends and holidays.

EDUCATION AND EXPERIENCE

Any combination of education and experience that provides the above knowledge, skills or abilities shown above is qualifying. A typical way to obtain the required qualifications is to possess the equivalent of the following:

- High school degree or equivalent; and
- Two (2) years of general clerical experience, including typing and file maintenance.

DESIRABLE QUALIFICATIONS

- Some knowledge of law enforcement operations and practices.
- Experience in data entry.
- Experience in the use of a transcribing machine.
- Experience in the use of Microsoft Word and Excel.
- Bilingual ability to speak and write in English and Spanish.
- Experience working with the public.

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Career Ladder:

- Police Records Manager
- Police Records Supervisor
- *Police Records Technician*