

**51631 – POLICE RECORDS CLERK
CITY OF PARMA
011 – POLICE DEPARTMENT**

JOB SUMMARY

Under the general direction of the Records Manager, the **Police Records Clerk** is responsible for sensitive data entry, records maintenance, records retrieval and other clerical office work that often requires the exercise of independent judgment. The **Police Records Clerk** ensures work quality and adherence to established policies and procedures, and performs technical tasks relative to assigned area of responsibility. The **Police Records Clerk** complies with legal requirements such as the Ohio Freedom of Information Act, Sunshine Laws and associated state and federal mandates governing public records. This position is “Classified” within the Civil Service of the City of Parma.

WORK ACTIVITIES

Police Records Clerk Duties

- Answers telephone and personal inquiries from the public and routes visitors and telephone calls to the proper authority.
- Secures and provides information to the public which often requires interpretation of regulations and policies.
- Performs full range of specialized police clerical functions and the processing of a variety of police reports for the Parma Police Department. This includes reports and records involving citations, arrests, accidents, and criminal and non-criminal complaints.
- Responds to requests for confidential law enforcement information by retrieving information from computer system and paper files. Checks for accuracy of information and retrieves and provides a hard copy when necessary.
- Operates computer terminal to retrieve and update information in multiple software systems.
- Obtains and maintains CRIS/LEADS/NCIC/CCH certifications.
- Processes mail inquiries from insurance companies and general public requesting police or accident reports and issue receipts.
- Processes case summaries requests from Prosecutor’s Office.
- Processes and completes background checks for Federal, State and local agencies.
- Processes and forwards all reportable accident reports to the Ohio Department of Public Safety as required by state law.
- Matches cases with police reports and ensures all supplemental reports are included. Provides copies of reports for the assigned detective/officer or for other law enforcement divisions.

- Researches traffic accidents and case reports from the public when they have questions and need copies of said reports.
- Assists police officers in obtaining case reports and records for court proceedings.
- Forwards required report forms, DUI's, State Impounds, citations, etc., to the proper agency. Forwards all confiscated driver's licenses to the Ohio BMV.
- Receives fees for copies of police reports and vehicle impounds and tows.
- Consult with Records Manager concerning difficult situations or requests.
- Responds to citizen comments and complaints as rapidly as possible with correct information. May refer difficult situations to supervisor.
- Responds to other law enforcement agencies and organizations requests for case information or information regarding victims, suspects, or arrests.
- Alerts management to apparent computer system problems.
- Operates various office machines, copying machine, fax machine, scanners, and computer.
- Performs related duties as required.

Operational Duties

- Responsible for the processing, filing, retrieving, and distributing of police records.
- Responsible for the operation of the electronic Records Management System.
- Comply with City of Parma Public Records Policy.
- Handle sensitive requests for records.
- Exercise good judgment and make sound decisions; perform math calculations accurately; research data; count change.
- Operate standard office equipment including computer terminals, calculators, scanners, copying machines, etc.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely both oral and written information.
- Operate personal computer to enter, retrieve, and update records in the Records Management System.
- Produce statistical reports.
- Collects fees.

Communication Duties

- As required, report verbally and/or in writing to the Records Manager on work status and special problems.
- Locates personnel and relays messages in person, by voice mail and/or email.
- Answers general inquiries about routine procedures and policies of the Police Records Division.
- Establish and maintain effective working relations with elected city officials, department heads, supervisors, and co workers.
- Establish and maintain good working relations with other law enforcement agencies and personnel.

- Effectively communicate with citizens including the ability to elicit information from upset citizens.
- Establish and maintain cooperative working relationships with those contacted in the course of business.

TOOLS AND EQUIPMENT USED

- Personal computers
- Printers
- Fax machine
- Telephone system with voice mail, paging, and transferring functions
- Copiers
- Scanners
- Attendance time clock with swipe card
- Power assisted file shelves

JOB CONTEXT

The **Police Records Clerk** works a 35 hour week from 8:00 a.m. until 4:00 p.m. or 7:00 a.m. until 3:00 p.m., which includes a one hour unpaid lunch. The position is full-time. The **Police Records Clerk** works within a standard office setting with much work done at a computer. The position requires physical condition necessary for walking, standing and sitting for various periods of time and, at times, to reach and bend to store and retrieve files. The **Police Records Clerk** will operate office equipment, which requires continuous and repetitive arm, hand, and eye movements. The **Police Records Clerk** must be able to see in the normal visual range with or without correction and possess visual acuity sufficient to read computer screens and printed documents. The **Police Records Clerk** must be able to hear in the normal audio range with or without correction.

JOB QUALIFICATIONS

Upon hire, the **Police Records Clerk** must have:

- High School diploma or equivalent
- Knowledge of data entry procedures and practices
- Knowledge of the principles and practices of data storage, retrieval and processing.
- Knowledge of the methods and techniques of record keeping.
- Knowledge of and ability to successfully utilize Microsoft Office Products including; Outlook, Word, and Excel

After hire, the **Police Records Clerk** must:

- Establish and maintain effective working relationships with those contacted in the course of work.
- Possess a thorough understanding of all local and state applicable codes and regulations and apply them to the records management system.

- Possess a thorough understanding of the National Incident Based Reporting System (NIBRS) for proper coding and reporting to the FBI.
- Accurately utilize assigned law enforcement software applications and computer programs.
- Possess a complete understanding of all Department and City policies and procedures in regard to the Records Room.
- Possess a working knowledge and understanding of the Ohio Sunshine Laws.
- Successfully complete certification exam for CRIS/LEADS/NCIC/CCH.

Additional Requirements:

- Possession of valid Ohio Driver's License
- Must pass background check
- Must pass polygraph
- Must pass psychological examination
- Must pass drug/alcohol testing

In accordance with the Collective Bargaining Agreement between the City of Parma and AFSCME Local #3924 (Police Records Clerk) which expires on October 31, 2014, the Step 1 annual salary for a **Police Records Clerk** is \$33,514.13. The City of Parma is an equal opportunity employer.

The promotional probationary period shall be 60 days in accordance with the above referenced Collective Bargaining Agreement. New hire probationary period is one year.

Applications may be obtained from the City of Parma Human Resources & Purchasing Department at Parma City Hall, 6611 Ridge Road, Parma, Ohio. An application can also be found on the City's website under the Human Resources tab: <http://www.cityofparma-oh.gov/cityhall/personnel.aspx>.

A resume is required to be submitted along with an application. Applications and resumes shall be submitted after completion to the City of Parma Human Resources & Purchasing Department. Applications submitted after 4:00p.m. on Monday, October 27, 2014 may not be considered for this vacancy but will be retained for future consideration for a period of two years.