



CITY OF CITRUS HEIGHTS

POLICE RECORDS TECHNICIAN

DEFINITION

To perform a wide variety of general and technical and specialized administrative and clerical duties in the preparation and maintenance of police records; to retrieve, assemble, research, analyze, and disseminate police records and reports; provides information to department and city staff, various government agencies, courts, and the general public; responds to public information inquiries as appropriate; to provide customer service at the front counter, over the telephone and electronically.

DISTINGUISHING CHARACTERISTICS

A Police Records Technician is distinguished from other clerical and administrative positions in performing duties specifically related to preparing and maintaining police records. Work requires incumbents to exercise judgment in selecting and interpreting appropriate guidelines; significant deviations require prior approval. Interpretation of administrative or operational policies is necessary. Employees at this level receive instruction or assistance as new or unusual situations arise and are aware of the operating procedures and policies within the work unit.

SUPERVISION RECEIVED AND EXERCISED

- Receives general supervision from the Police Services Supervisor or other assigned staff.
- Receives lead direction from Senior Police Records Technician.
- May exercise technical and functional instruction over less experienced records personnel.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

- Evaluate requests and enter calls-for-service into a Computer-Aided Dispatch System (CAD); direct calls to appropriate staff; provide customer service to the public including, but not limited to, information regarding police services, permits, the release of records, and department policies and procedures.
- Receive and process subpoenas for records release and department personnel appearance in accordance with rules, regulations, and procedures; maintain related records.
- Review crime, arrest, and accident reports and other documents and provide relevant information to department personnel, other law enforcement agencies, insurance companies, the public, and other agencies and organizations following department protocol and other applicable rules, regulations, and legislative mandates.
- Process, distribute, and file arrest, crime, disposition, and other reports/documents; process permit applications, collect fees, create and maintain files, and enter data into appropriate manual and automated systems.
- Distribute, file, purge, and destroy criminal history information using state Department of Justice and City Police Department guidelines and rules; seal juvenile and adult records according to court orders; collect and report Uniform Crime Reporting data.
- Assist with maintaining the City Records Retention Schedule related to records preservation methods, techniques, and authorized records destruction procedures.
- Schedule appointments for various general public needs, including fingerprinting, live scan procedures, and other related activities.

- Compose letters and other documents as necessary; receive, open and distribute mail; electronically file records, reports, correspondence, and related documents.
- Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Modern office procedures, methods, skills, and techniques
- Uses and operations of computers, databases, and standard business machines; Software knowledge to include Microsoft Word, Excel, and Outlook.
- Customer service practices and de-escalation techniques as applied in person, by telephone, or via written/electronic correspondence.
- Principles and procedures of record keeping and filing through manual and automated systems.
- Proper English usage, spelling, grammar, and punctuation.
- Basic arithmetic and mathematical calculations.

Ability to:

- Learn, understand, explain, and apply highly detailed legal requirements, codes, and procedures applicable to the preparation, filing, distribution, and maintenance of various police records and documents.
- Maintain highly confidential information with integrity and discretion.
- Interpret administrative or operational policies without immediate supervision within appropriate guidelines. Exercise independent judgment in releasing confidential records within department and legal guidelines.
- Interact with the public and other City employees in person, over the phone, or via electronic communication courteously and tactfully; maintain diplomacy under stressful situations.
- Perform a variety of administrative, clerical, and record-keeping duties specifically related to law enforcement records.
- Review documents related to department operations; observe, identify, and problem-solve office operations and procedures; understand, interpret, and explain department policies and procedures; explain operations and problem-solve issues for staff and the public.
- Learn regulations, policies, and procedures directly related to, maintaining, releasing and processing public and confidential police records and information.
- Learn to interpret and apply laws, ordinances, and departmental policies and procedures related to work requirements.
- Learn the operation of standard equipment, law enforcement terminology, technology, and software required to perform assigned tasks.
- Perform a variety of general clerical and office support functions.
- Perform basic mathematical calculations, including figuring fees and making correct changes.

- Enter data or type accurately at a speed of 40 words per minute net of errors; operate a variety of modern office equipment.
- Engage tactfully and courteously with the public and City personnel; demonstrate a high ability to interact with patience and a positive attitude.
- Maintain contact and preserve good relations with the public; respond to public records requests and inquiries in a timely manner.
- Provide high-quality, economical services to the Citrus Heights community, emphasizing responsive customer service.
- Demonstrate a civic entrepreneurial spirit by generating innovative ideas and developing better methods to accomplish tasks and complete projects.
- Foster an environment that embraces diversity, integrity, trust, and respect.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Establish and maintain effective working relationships with those contacted during work.
- Work with various cultural and ethnic groups tactfully and effectively.
- Use principles of effective office safety, including use of equipment appropriately and safely, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and shared workspaces.
- Communicate effectively, clearly, and concisely, both orally and in writing.

Experience and Training:

Any combination of experience and training that would provide the required knowledge, skills, and abilities qualifies. A typical way to obtain the necessary knowledge, skills, and abilities would be:

Experience:

Two (2) years of recent experience performing clerical or administrative duties, including public contact work in a multi-task environment.

Training:

Equivalent to the completion of the twelfth grade.

License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

Ability to obtain a P.O.S.T Records Certification.

Work Schedule

May work evenings, weekends, and varied shifts.

PHYSICAL/SENSORY REQUIREMENTS

Continuously sit or stand at a desk or counter for long periods; intermittently twist and reach office equipment; write and use a keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.

File:	Police Records Technician
FLSA:	Non-exempt
Created:	07/20/05
Revised:	07/2010 – Update EEO Language 10/15/10 – Corrected EEO Language
Revised:	12/3/12 Increased experience required at Level II from two years to three years.
Revised:	9/19/2023 – reformatted; updated to single level classification; updated report to Support Services Supervisor