



CITY OF CITRUS HEIGHTS

SENIOR POLICE RECORDS TECHNICIAN

DEFINITION

To perform a wide variety of advanced technical and specialized administrative and clerical duties in the preparation and maintenance of the Police Records and Data Compliance Unit; to provide a high level of customer service, internally and externally; and to participate and oversee work assignments of the Records staff, ensuring accuracy and timely response to internal and external requests for records. Participate in the training and development of less experienced personnel; provide technical and functional supervision of assigned staff; and perform special projects and assignments as necessary.

DISTINGUISHING CHARACTERISTICS

This is the advanced lead level class in the Police Records Series. Employees within this class are distinguished from the journey level by the assumed responsibility level and complexity of duties assigned, and by the independence allowed to operate and make decisions in performing their assignments. Employee's problem-solve, ensure compliance with mandated reporting, and perform the most complex and responsible types of duties assigned within this series. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise. Employees at this level must be fully trained in all procedures related to assigned areas of responsibility. They are expected to act as a lead and train staff, including assigning and monitoring work.

SUPERVISION RECEIVED AND EXERCISED

- Receives direction from the Police Services Supervisor or higher-level staff.
- Exercises technical and functional supervision over assigned Records staff.

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

- Oversee, lead, participate, and coordinate the activities of the police records staff; train and provide feedback for evaluations of records staff; ensure adherence to established policies and procedures; ensure accurate and complete information; and that internal and external request and inquiries are handled in a timely manner.
- Participate in developing policies and procedures; monitor work activities to ensure compliance with established policies and procedures; make recommendations for changes and improvements to existing standards and procedures.
- Respond to questions and complaints regarding records operations; research complaints and gather related paperwork.
- Submits, interprets, and audits data, information, and documentation from the Department of Motor Vehicles (DMV), Department of Justice (DOJ), Federal Bureau of Investigations (FBI), National Incident-Based Reporting System NIBRS, California Incident Reporting System CIBRS and Racial Identifying Profile Act (RIPA).
- Receive and process complex subpoenas for records release and department personnel appearance in accordance with rules, regulations, and procedures; and maintain related records.
- Review, analyze, audit, and edit 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 in accordance with 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 order; 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.
- 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.
- 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 for providing high-level services and information related to police records, including collection, maintenance, and release of information, files, and documents in compliance with all applicable codes, mandates, and public information release laws.
- Uses and operations of computers, databases, and standard business machines; and 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.
- Records management principles, procedures, techniques, and related equipment and systems generally applied to law enforcement uses.
- Automated law enforcement information systems and procedures; and standard law enforcement information codes, terminology, communications, and record keeping best practices.
- Principles of lead supervision and training.
- Interpret and apply internal and external processes, policies, procedures, laws, codes, rules, and regulations in support of the proper handling and dissemination of police records.
- California Public Records Act disclosure laws in accordance with the release and redaction of police records.

- Automated notifications to the Department of Justice (DOJ) state-mandated programs, and updates and manages local supporting files; assist Agency CLETS Coordinator (ACC) in enforcing system compliance laws and carrying out validation and audit responsibilities.
- 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:

- Oversee the daily operations of the Police Records and Data Compliance Unit; provide technical and functional supervision to assigned unit personnel; and perform a wide variety of advanced level records support duties supporting police department operations and services.
- Intermittently review documents related to records operations; observe, identify, and problem-solve incidents; remember, understand, interpret, and explain operational policies and procedures to the public and staff and various other local, state, and federal agencies and courts.
- Perform the full range of police records-related activities, including independent compilation, processing, preparation and submission of various records and reports.
- Train records personnel in all aspects of records unit operations, techniques, and methods, including City and departmental policies and procedures.
- Assess and provide documentation related to the progress and performance of all records personnel.
- Assist with developing and administering a records training program, including preparing and maintaining directive manuals and related training materials.
- Perform records searches quickly and accurately; competently perform regular duties with frequent interruption, including those from the public by phone or in person.
- Respond to and resolve confidential, challenging, and sensitive citizen inquiries and complaints; effectively communicate and elicit information from upset and irate callers; demonstrate a high ability to interact with the public courteously, with patience, discretion, and a positive attitude.
- Understand the organization, operation, and services of the City, the Police Department, and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret and apply specific administrative and departmental policies and procedures as well as pertinent federal, state, and local laws, codes and regulations, and mandates.
- Exercise prudence in maintaining critical and sensitive information, records, and reports; use sound judgement in following and applying appropriate laws, regulations, policies, and procedures.
- Organize and prioritize work assignments of the Records and Data Compliance Unit.
- Provide high-quality, economical services to the Citrus Heights community, emphasizing responsive customer service.
- Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and developing of 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 properly 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 required knowledge, skills, and abilities would be:

Experience:

Three years of journey-level experience as a Police Records Technician or similar in a public sector environment performing complex, sensitive, and technical duties similar to a Police Records Technician in the City of Citrus Heights.

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 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:	Senior Police Records Technician
FLSA:	Non-Exempt
Created:	05/28/2013
Revised:	08/08/2019 Update supervision; technical edits for clarity
Revised:	9/19/2023 Retitle from Assistant to Technician