RECORDS CLERK

Job Description

Provides 24/7 support staffing to the police records department under the direct supervision of the Police Records Supervisor. The scope of responsibilities requires discretion, integrity, and good judgment, as these actions can have a significant impact on police department operations and public opinion. Responsibilities include continued contact with the general public, police department personnel, government officials, local businesses, and various Village staff.

Job Responsibilities

- Enters and updates arrest records, incidents, accident reports, warrants, traffic tickets, municipal ordinance tickets, compliance tickets, and other information through data entry tasks and/or other data entry duties/task as assigned.

- Receives, screens, and responds non-emergency phone calls.

- Greets, receives, screens, and responds to visitors at the police department walk-up window.

- Assists the public, police department personnel, and other agencies by searching files, reports, and other records.

- Conducts female prisoner searches, if the records clerk is a female employee.

- Monitors police prisoners via video feed and audio.

- Must obtain Leads certification and maintain certification every 2 years.

- LEADS hotfile entries, and maintain a multitude of various LEADS files.

- Release of vehicles towed by the police department.

- Various police record filing.

- Functions as police support staff.

- Provide effective and efficient customer service and promotes and maintains responsive community relations; handles questions and complaints from the public.

- Responds to FOIA Requests assigned by and as directed by the Records Supervisor.

- Maintains the confidentiality and integrity of the police department.

- Complies with all safety procedures and policies of the Village, as well as other rules, procedures, and directives established by the Police Department.

- Performs related work as required or other duties as assigned.

Knowledge, Skills and Abilities

A candidate for this position should have thorough knowledge and skill of the following:

- Perform various general office duties.
- Intermediate computer operations, including Microsoft Office products.
- Operating standard office equipment and computer terminals sufficient to enter, retrieve and manipulate data.
- Customer service and proper telephone etiquette.
- Communication and interpersonal skills as applied to interactions with co-workers, supervisor, and the general public, sufficient to exchange or convey information and to give and receive work direction.

And ability to:
- Maintain a positive attitude and professional demeanor when dealing with the public.
- Work in a shared environment.
- Maintain accurate records and reports.
- Organize, prioritize and carry out office work with minimal supervision and in a timely manner.
- Maintain a high level of confidentiality and integrity.
- Handle sensitive public contacts and to deal courteously, but firmly with the public.
- Make decisions in accordance with established policies and procedures.
- Work within time constraints and to prioritize work.
- Establish and maintain effective working relationships with Village employees and other members of the public.
- Effectively communicate verbally and in writing, with members of the public, Elected Officials and other Village employees.
- Ability to work under pressure and effectively multi-task in a high activity work environment.
- Excellent customer service skills.
- Excellent oral and written communication skills.
- Ability to work with confidential material and apply department standards for security and privacy.

- Effective time management skills.
- Problem solving abilities.
- Ability to exercise good judgment.
- Sit for extended periods of time.
- Ability to work alone.

Qualifications
A High School diploma or equivalent is required.

US citizen/legal work authorization.

Ability to accurately type at least 30 words per minute.

Candidate must pass a thorough police background check to include the following:
-Drug screening
-Polygraph
-Criminal History Background Check