



Title: Advanced Clerk Typist – Police Department

FLSA Status: Non-Exempt

JOB PURPOSE:

The employee is responsible for greeting the public and ensuring that their inquiries, issues and concerns are handled through to completion. Employee provides administrative support to senior executive and professional staff. Must be able to maintain confidentiality. Employee handles varied office duties including, creating memos/reports, following-up and following-through on phone calls, complaints, correspondence and crime statistics, inquiries, independently and from instruction. Maintains and tracks files, organizes office, handles mail, and prepares various documents for staff. Must be organized and have ability to work in demanding, fast-paced challenging environment. Sense of creativity, initiative, and passion to consistently exceed requirements and expectations highly desired. Work hours are 8:00 AM to 5:00 PM, Monday – Friday.

ESSENTIAL FUNCTIONS

This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below may not identify all duties performed by any single incumbent in the position.

- Handle Police information window including screening calls and visitors, answering and following up on inquiries, requests and concerns from customers.
- Manage sale and distribution of police reports; obtain and track funds collected.
- Responsible for following-up and following-through on all assignments.
- Compiles reports independently and tracks the receipt of various reports from professional staff.
- Checks requisitions, vouchers, payments requests, and bids for mathematical and typographical errors.
- Significant data entry required and developing written materials from copies, rough drafts, or other sources.
- Immediately alerts supervisor and/or staff member of discrepancies and problems with assignments.
- Prepares spreadsheets, database inquiries, maintains records as requested by staff.
- Checks documentation for grammar, spelling and adherence to departmental and/or City requirements, prior to submitting to the staff member. Must demonstrate little or no incidence of errors or inaccuracy in work.
- Prepares and compiles forms, reports, or other material which includes gathering data from appropriate sources, classifying and arranging data in proper format and completing all administrative requirements accurately. Prepares reports for Uniform Crime Reporting.



- Develops system for electronically updating and retrieving departmental files, policies, reports, publications, etc.
- Processes traffic tickets, citations, false alarm notices, and warrants.
- Performs other duties as assigned.

Responsible for following all prescribed safety rules and regulations; and utilizing and wearing appropriate safety gear.
Follows and upholds City and departmental rules, regulations, policies and procedures.
Reports to work free from the effects of drugs/controlled substances and/or alcohol, and free from impairment due to prescription drugs.
Maintains regular attendance.
The City reserves the right to require an employee in this position to work overtime including during emergency situations (defined as any natural or man-made disaster that may or may not necessitate the relocation of City personnel or citizens). In the event of an emergency and/or a required evacuation, the incumbent may be required to remain at work to provide needed services or perform essential duties for the benefit of the general public including services or duties different from those performed in the normal course and scope of the position.

QUALIFICATIONS:

- Graduation from high school, supplemented by college, secretarial/computer course work.
- Must type at least 50 words per minute.
- Must have at least 2 years' experience in a professional office environment.
- Must have at least 3 years customer service experience.
- Must have demonstrated proficiency with MICROSOFT Office and ability to learn others.
- REJIS and LE WEB and UCR experience highly desired.

KNOWLEDGE, SKILLS AND ABILITIES:

- Customer service orientation. Must be especially courteous and customer-service oriented.
- Ability to handle confidential and sensitive information;
- Knowledge, skill and ability to use Microsoft Office suite, Internet and email;
- Advanced knowledge of modern office practices procedures and equipment;
- Knowledge of English, writing, spelling, editing, and grammar and proper sentence structure;



- Ability to function well under pressure and under extremely short deadlines.
- Ability to work as a team member and to foster a team-work environment.
- Ability to quickly exhibit understanding of City and Departmental programs, policies and operations.
- Ability to make decisions, and exercise initiative and judgment in carrying out assignments based on established policies and procedures.
- Ability to prepare and maintain departmental records of considerable complexity and to prepare reports/forms independently and from instruction.
- Ability to balance and prioritize simultaneous calls and work assignments.
- Ability to be extremely accurate and precise in written and verbal communications. Ability to cope with frequent interruptions and adapt to current needs in fast-paced environment.
- Ability to quickly and accurately follow complex oral and written instructions.

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-					
Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts regularly OR requires walking or standing to a significant degree.		Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. regularly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. regularly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. regularly.



WORK ENVIRONMENT:

C Regularly Over 70%	F Frequently 41% to 70%	O Occasionally 16% to 40%	R Rarely Up to 15%	N Never 0%
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-Physical Demand-	-Frequency-
Sitting	C
Talking	F
Hearing	C
Feeling attributes of objects (e.g., determining size, shape, temperature, or texture by touching with fingertips)	O
Grasping	F
Pushing	R
Standing	R
Walking	R
Driving	R
Reaching with hands/arms	O
Stooping, kneeling, crouching, crawling	O
Climbing or balancing	R
Repetitive wrist, and or finger movement	C
Moving up and down from/to sitting position on the floor	R
Physical support and care of children (e.g. diapering, feeding, positioning, etc.)	N



ENVIRONMENTAL CONDITIONS:

C Regularly Over 70%	F Frequently 41% to 70%	O Occasionally 16% to 40%	R Rarely Up to 15%	N Never 0%
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-Environmental Condition-	-Frequency-
Work in confined spaces (crawl spaces, shafts, pipelines)	N
Wet, humid conditions (non-weather)	N
Varying, inclement outdoor weather conditions	N
Vibration	N
Work in hazardous traffic conditions (does not include regular traffic commute)	N
Extreme cold (non-weather; 1 hour)	N
Extreme heat (non-weather; >100 deg. F for > 1 hour)	N
Subject to oils (mechanical or food)	N
Required to wear a respirator	N
Fumes or airborne particles	N
Work near moving mechanical parts	N
Work in high, dangerous places	N
Risk of electrical shock	N
Potentially hazardous bodily fluids	N
Potentially hazardous or cancer-causing agents or chemicals	N



VISUAL ACTIVITIES:

-Activity-	-Usually Required-
Clarity of vision at 20 feet or more.	No
Clarity of vision at 20 inches or less.	Yes
Three-dimensional vision- ability to judge distance and space relationships.	No
Precise hand-eye coordination.	No
Ability to identify and distinguish colors.	Yes

NOISE EXPOSURE:

-Level-	-Indicator-
Very quiet	
Quiet	
Moderate noises (i.e., an office with conversations, photocopiers, and/or computer printers.)	X
Loud noise	
Very loud noise	

Description of loud or very loud noise:

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MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, copier, fax, computer, and associated hardware and software.



SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and understand the requirements and responsibilities of the position.

	_____ Signature of Employee	_____ Date
_____ Job Title of Supervisor	_____ Signature of Supervisor	_____ Date
_____ Job Title of Department Head	_____ Signature of Department Head	_____ Date

Comments: _____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.