

City of San Bruno

CLASS SPECIFICATION

CLASS TITLE:

POLICE CLERK I/II

DEFINITION:

To perform responsible administrative duties in support of Police Department activities including data entry, processing and releasing of records, and receiving and responding to questions from the public and outside agencies at the front counter and via email and telephone; to review requests for reports and make determinations regarding the release of information; and to perform other administrative duties in support of operations.

DISTINGUISHING CHARACTERISTICS:

Police Clerk I - This is the entry level class in the Police Clerk series. Positions in this class typically require little directly related work experience. The Police Clerk I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under close supervision while learning job tasks, progressing to relatively less supervision as procedures and processes of assigned area of responsibility are learned.

Police Clerk II - This is the journey level class in the Police Clerk series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive relatively less instruction or assistance and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level once the incumbent meets the qualification standards of the II level, demonstrates an ability to perform the full scope of the work, meets performance standards set by the department, and any assessment requirements to move to the II level.

SUPERVISION RECEIVED AND EXERCISED:

Police Clerk I

Receives immediate supervision from an assigned supervisor or manager.

Police Clerk II

Receives general supervision from an assigned supervisor or manager.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

- Perform a variety of responsible duties related to the processing of police reports, including those of a sensitive and/or graphic nature; receive, review, log, copy, upload, distribute and file police reports and records; make corrections; ensure the proper classification of police crime reports for statistical reporting purposes; accurately index data for accurate and timely retrieval of police reports and criminal histories.
- Process in-custody packets for Court officer including warrant declaration, felonies, and misdemeanors; process detention and disposition forms.

- Process sex and arson registrants, including Livescan fingerprinting; collect required information; review criminal history; create and maintain files and databases.
- Process and track District Attorney requests in order to ensure timely submission to the District Attorney's Office for case review purposes.
- Receive, track, and serve as liaison between the department, the City Attorney's Office, and outside agencies regarding subpoenas for department personnel and records.
- Assist City law enforcement personnel and outside law enforcement agencies by querying and producing background checks, criminal histories, driver's license records and subpoenas; complete Department of Justice disposition forms necessary for submission to the District Attorney's Office and the Department of Justice.
- Review records for compliance with the records retention policy; purge and prepare documents for destruction as required.
- Provide customer support via the telephone, email, and at the front counter; receive and respond to requests for information from City departments, outside agencies, and members of the public within required timeframes; receive and process requests for reports, determining information to be released in compliance with the Public Records Act and required timeframes.
- Receive and process requests for local background checks.
- Release vehicles to owners related to impounds, storage, and/or repossession.
- Perform data entry duties, including but not limited to, CLETS/NCIC data, confidential arrests, property crimes, assaults, found/lost property, traffic accident reports, field investigation contacts, park exclusions, promise to appear notices, alert requests, and citations.
- Process and seal criminal histories as ordered by the Court; notify outside law enforcement agencies of court order; process expungement orders.
- Receive and process applications, permits, citations and warrants and collect and process fees; issue parking permits in accordance with the local ordinance.
- Compile and organize Uniform Crime reports.
- Receive, review, research and respond to the Department of Justice regarding CLETS/NCIC validations.
- Receive, review, research and respond to routine parking citation complaints; make determination regarding dismissal or fine reduction, within granted authority; assist with coordinating second level parking hearings.
- Receive and process parking find refund requests.
- Represent the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- 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.

QUALIFICATIONS:

Police Clerk I

Knowledge of:

- Principles and procedures of record keeping and reporting.
- Modern office practices, methods, and computer equipment including relevant software programs.

- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

Ability to:

- Learn, interpret, apply and explain basic Police Department policies and procedures related to the maintenance and release of reports.
- Intermittently review documents related to department operations; observe, identify and problem solve procedural issues.
- On a continuous basis, sit at a desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use keyboard to communicate through written means; and lift or carry weight of 25 pounds or less.
- Receive, research and resolve questions from the public, outside agencies and other City departments.
- Preserve confidentiality of sensitive material routinely encountered as part of work assignment.
- Type at a net speed of 45 words per minute and be familiar and adept in using a computer.
- Understand and carry out oral and written instructions and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of City goals, objectives and activities.

Education and Experience:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

Equivalent to the completion of the twelfth grade.

One (1) year of work experience requiring public interaction and customer service.

Police Clerk II

In addition to the qualifications for the Police Clerk I:

Knowledge of:

- Local and State laws governing the maintenance, release, distribution, and disposal of law enforcement records and reports.
- Proper use of various law enforcement databases and software.

Ability to:

- Independently receive, review and process police reports, records and related documents, ensuring compliance with the Public Records Act.

- Read, interpret and apply laws, rules and directions.
- Use independent judgment and personal initiative.
- Know, understand, interpret and explain department and program policies and procedures.
- Effectively resolve the more difficult customer service issues.

Education and Experience:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge, skills, and abilities would be:

Equivalent to the completion of the twelfth grade.

Three (3) years of progressively responsible experience performing duties similar to that of a Police Clerk I with the City of San Bruno.

Special Requirements:

Possession at the time of hire and continued maintenance of a valid California Class C driver's license is required.

Working Conditions:

Work is performed in a temperature-controlled office environment with extensive public contact. The noise level in the work environment is usually noisy.

Category:	Journey
FLSA Classification:	Non-Exempt
Effective Date:	October 26, 2022