

CITY OF OAK HARBOR

JOB DESCRIPTION

Job Title: *Records Information Specialist*
Department: *Police*
Reports to: *Records and Evidence Supervisor*
Status: *Non-exempt / Union (Police Association Non-commissioned)*

Job Summary:

Perform specialized office support work and record maintenance functions involving accurate data entry, transcription, retention, retrieval and dissemination of police reports and records. Provide information to the public and front desk reception. Enter and update multiple specialized databases. Issue permits. Apply City and Departmental policies and practices. Exposure to high-stress and volatile customers, as well as exposure to graphic accounts of situations and circumstances of a sensitive nature that occur in the field of law enforcement. Work is performed independently and requires good judgment in processing confidential information within the limits of applicable laws, policies and procedures. Maintain close working relationship with Department officers and staff, other City Departments, representatives of law enforcement agencies and the general public.

Essential Job Functions:

1. Receive, prioritize, check for completion, categorize, distribute, enter and maintain Police case reports, criminal history records and other information into Washington State ACCESS computerized records system.
2. Transcribe investigative reports from tape recordings, drafts or handwritten copy. Provide administrative and word processing support to Department staff.
3. Coordinate and plan daily and ongoing work as a member of Records Division team.
4. Provide training and guidance in records procedures for new staff and volunteers.
5. Perform background checks on applicants for various licenses and permits and provide records.
6. Receive and process citizen complaints: gather information, analyze, interpret and refer for response as necessary.
7. As a representative of the Police Department, interact with representatives of various Federal, State and local law enforcement and other governmental agencies as a PD rep.
8. Conduct, audit and validate criminal history data, and submit information to appropriate agencies.
9. Provide backup for department receptionist: answer questions, provide information, issue permits, collect fees, etc.
10. Establish and maintain effective and cooperative working relationships with management, colleagues and representatives from the public. Respond to inquiries using good judgment, tact and courtesy.
11. Verbally diffuse emotional, angry or unreasonable complainants, citizens, suspects and victims in the course of performing records work

Other Job Functions:

1. Serve as Notary Public as needed.
2. Perform related work as assigned.

Performance Requirements (Knowledge, Skills and Abilities):

- Knowledge of or ability to gain the working knowledge of State and Federal laws and regulations, department policies and procedures for the maintenance of law enforcement records and criminal history information.
- Skills in or ability to learn to operate a full range of office equipment including transcription equipment, computers and microfiche files and equipment.
- Ability to serve in a confidential role using good judgment, and a high-level of discretion and confidentiality regarding materials and situations.
- Ability to problem solve department or division public service matters that require clarifying caller request, doing research and problem solving, responding to callers in writing or by phone, and maintaining response logs, records, and documentation.
- Ability to identify and translate desired data on source records for data-entry work. Detect and correct data entry errors.
- Ability to plan and self-direct work time and maintain multi-task priorities efficiently by identifying and completing time-sensitive duties and assignments.
- Ability to communicate effectively in English both in person and in writing with employees, agencies and the general public using tact, courtesy and good judgment.
- Knowledge of English, spelling, grammar, vocabulary, punctuation and mathematics.
- Ability to verbally diffuse emotional, angry or unreasonable complainants, citizens, suspects and victims.
- Ability to maintain and expand skills and abilities including knowledge of services and practices, specialized information

technologies and oral and written communications.

- Ability to perform work where exposure to offensive and graphic accounts of situations of a sensitive nature is possible and recurring.
- Ability to personal conduct and behavior must be such that it does not bring disrepute or unnecessarily endanger the public's trust or confidence in the Department or its members.

Working Conditions:

Work is performed in an office with frequent interruptions. Can be noisy and congested. Exposure to offensive and graphic accounts of situations of a sensitive nature, as well as high-stress customers who may be volatile and exhibit profanity and violent behavior. Possible exposure to human bodily fluids and other potentially infectious diseases and hazardous materials. May be required to perform shift work and/or overtime, which may include evenings, weekends and holidays. A uniformed position requiring union membership. Visual and hearing acuity, stamina to sit or stand alternately for up to four hours with one break. Tolerance to perform shift work. Extensive computer usage, considerable reading and repetitive motion tasks.

Experience and Training Requirements:

- Minimum two (2) years of office support experience processing and maintaining confidential, detailed records according to strict guidelines and procedures.
- May substitute one (1) year of coursework or training beyond high school such as office management, computer, and written and verbal communication skills. Or, preference will be given for training in addition to experience.
- Good keyboard skills and familiarity with basic computer operation including word processing and data base programs.
- Must be able to obtain Level II certification for Washington State ACCESS law enforcement computerized data system within six months of hire and maintain certification during the length of employment.
- Must have a valid Washington State driver's license and a good driving record.
- Must pass background investigation including criminal history screening, polygraph examination for law enforcement personnel, psychological evaluation for aptitude to work in law enforcement and pre-employment drug screening prior to hire.
- Must be able to be bonded.
- Must be willing and able to perform shift work, with occasional evening or weekend work.
- Must be willing and able to support the Code of Ethics of the Police Department.

A combination of education, training and experience that provides the required knowledge, skills and abilities to perform the essential job functions may be considered.

Established:

Revised: 5/00, 2/02, HR 06/09, HR 08/11, HR 6/13, HR 5/15

FLSA: Non-exempt

Rep: Police Assoc-Non Com

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.