

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Lead Police Records Specialist	Job Family: V
General Classification: Front-Line	Job Grade: 10

Definition: To contribute to public safety support services by performing the duties of a Police and Fire Records Specialist and providing direct supervision to other Police Records Specialists.

Distinguishing Characteristics: This specialized supervisory clerical position receives the public at the Police station, responds to telephone calls, processes Police and Fire reports, maintains the comprehensive records system of the Police and Fire Departments, assists other department personnel in obtaining information from the records system, writes reports, provides direct supervision of other records personnel, prepares evaluations and scheduling of records personnel, and trains new records personnel.

Receives technical and functions direction from the Police Records Supervisor.

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

1. Performs all functions of a Police Records Specialist, including:
 - a. Receives information and complaints from the public by telephone and in person, relaying information as needed to appropriate department personnel.
 - b. Responds to inquiries from the general public with information on Police services and procedures.
 - c. Processes and indexes a variety of Police and Fire records and reports.
 - d. Enters, updates, and maintains data for various types of records into computer databases, including, but not limited to, City, County, State, and Federal criminal history databases, while ensuring accuracy and confidentiality of all information.
 - e. Operates standard office equipment, including word processing equipment as assigned; shall perform duties on computer spreadsheet programs.
 - f. Receives bail money and schedules court dates.

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- g. Researches and supplies various information and reports to authorized persons other than department personnel, as permitted by law.
 - h. Assists in the care of children brought to the attention of the Police Department; may assist in questioning subjects or victims, as needed.
2. Provides direct supervision of Police Records Specialists and Police Assistants, including preparing staff schedules, assigning tasks, interpretation of department policies and procedures, and monitoring workload.
 3. Develops training programs and assists in the training of new Police Records Specialists.
 4. Builds and maintains positive working relationships with coworkers, other City employees, and the public using principles of good customer service.
 5. Processes sealing of records.
 6. Prepares evaluations of Police Records Specialists.
 7. Reviews requests for the release of Police reports.
 8. Acts as the Police Records Supervisor in his/her absence.
 9. Reviews timecards.
 10. Administers departmentwide CLETS training.
 11. Prepares monthly statistics for State reporting requirements.
 12. Performs other related duties as assigned.

Minimum Qualifications:

Knowledge of: Basic English and arithmetic; City and Police Department policies, procedures, and services; types, sources, and nature of Police and Fire records; operation of software programs using a personal computer (i.e., word processing, spreadsheet, and database applications); use of computer-based information systems; use of automated public safety systems, such as computer-aided dispatch (CAD), records management (RMS), as well as regional, State, and Federal criminal justice systems such as CLETS, NLETS, and NCIC.

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Ability to: Accurately type 35 wpm; maintain a wide variety of records related to Police and Fire services; courteously and tactfully relate to subordinates, the public, department personnel, and law enforcement personnel; process related Police matters such as receiving bail money, scheduling court dates, etc.; establish and maintain effective working relationships with those contacted in the course of work; train personnel; operate desktop computer and utilize computer-based applications/software.

Experience and Training Guidelines: Any combination of relevant education, experience, and training that satisfies the required minimum qualifications, knowledge, and abilities.

Equivalent to graduation from high school and two years of Police records experience.

Required Licenses or Certificates: Possession of a valid Class C California Driver License.

Working Conditions: Occasional heavy and unpredictable workloads. Required to work rotating shifts, including evenings, weekends, and holidays.

Established: August 1989

Revised: August 2019

HRD/CLASS SPECS
Lead Police Records Specialist