

RESOLUTION NO. 1269

A RESOLUTION creating the positions of Police Records Clerk/Dispatcher I, Police Records Clerk/Dispatcher II, and Lead Police Records Clerk, adopting job descriptions for the positions, and establishing a salary scale for the positions.

THE COUNCIL OF THE CITY OF CAMAS DO RESOLVE AS FOLLOWS:

Section I

There is hereby created in the Police Department three new positions entitled Police Records Clerk/Dispatcher I, Police Records Clerk/Dispatcher II, and Lead Police Records Clerk. Such positions shall be under the supervision of the Police Chief and shall be responsible for the duties outlined in the job descriptions attached as Exhibit A, as may be revised from time to time.

Section II

The salary scale for the positions of Police Records Clerk/Dispatcher I, Police Records Clerk/Dispatcher II, and Lead Police Records Clerk shall be as set forth in Exhibit B attached hereto.

Section III

This Resolution shall become effective April 1, 2013.

ADOPTED by the Council of the City of Camas at a regular meeting this 12th day of April, 2013.

SIGNED: Ronald E. Chavez
Mayor *pro tem*

ATTEST: John M. Auger
Clerk

APPROVED as to form:

John M. Auger
City Attorney

POLICE RECORDS CLERK/DISPATCHER I
POLICE RECORDS CLERK/DISPATCHER II

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

JOB OBJECTIVES

Under supervision, perform a variety of administrative and clerical support functions within the police department including record keeping, emergency dispatching, data entry, file maintenance, answering phones and responding to the general public, direct telephone calls, serve as the first point of contact for citizens seeking services or information and to perform a variety of clerical tasks.

DISTINGUISHING CHARACTERISTICS

POLICE RECORDS CLERK/DISPATCHER I – This is the entry level class in the police records clerk/dispatcher series. This class is distinguished from the Police Records Clerk/Dispatcher II by the performance of the more routine tasks and duties assigned to positions within the series. Examples include routine record keeping, filing, data entry, receptionist duties, answering telephones and limited dispatching of emergency calls. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Advancement to the “II” level is based on demonstrated proficiency in performing the assigned functions, and is at the discretion of higher level supervisory or management staff.

POLICE RECORDS CLERK/DISPATCHER II– This is the full journey level class within the police records clerk/dispatcher series. Employees within this class are distinguished from the Police Records Clerk/Dispatcher I by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. May occasionally substitute, fill-in, or back up for the Lead Police Records Clerk. Positions in this class are flexibly staffed and are normally filled by advancement from employees in the level I class, or when filled from the outside, have prior experience.

ESSENTIAL FUNCTION STATEMENTS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

1. Perform a variety of administrative and clerical support functions including record keeping, dispatching, data entry, file maintenance, and answering a multi-line phone system.
2. Maintain, update and insure accuracy of police department records and files; research records as requested; copy and distribute reports, records and files as requested.
3. Type, proofread and create a wide variety of documents and forms including general correspondence, reports and memoranda from rough draft or verbal instruction; disseminate information as appropriate. Process a variety of legal documents and forms; seal records per court order; conduct background checks through local, state and national data bases.

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4. Receive and respond to questions, inquiries and requests from the general public; provide information on activities as necessary; refer callers or walk-in customers to appropriate staff, outside agencies or organizations for further assistance. Provide information to authorized users; maintain strict confidentiality; use tact and good customer service skills while dealing with a diverse group of citizens; deal with upset, angry or sometimes hostile citizens.
5. Operate a variety of office equipment including copier, facsimile machine, cash register, computer, multi-frequency police radio, security equipment.
6. Respond to citizens at front counter, assisting with requests for public records, process concealed pistol license applications, solicitor's licenses, fingerprint services, clearance letters. Perform criminal background checks as directed; enter and retrieve data from WACIC and NCIC; forward information to requesting officer or agency.
7. Process purchase orders and invoices; input accurate invoice data into the purchasing software system; assign account codes; reconcile invoices with Finance Department's financial reports and vendor statements.
8. Receive, sort and distribute incoming and outgoing mail and correspondence; copy and distribute as requested.
9. Prepare various agendas and documents for meetings; type, copy, collate and bind documents; transcribe minutes from meetings as requested.
10. Maintain inventory of forms, office supplies and other general supplies for the police department; order and store supplies as needed.
11. Perform public safety dispatching duties; receive and prioritize emergency calls from the public requesting police, fire and other emergency or non-emergency services; determine nature, location and priority of calls and dispatch units accordingly. When appropriate transfer calls for service to the 911 center as necessary. Monitor police radio and track units on CAD system. Assist field units with a variety of requests related to the law enforcement function.

AUXILIARY FUNCTION STATEMENTS

Provide assistance in a variety of special projects as assigned.

Follow all safety rules and procedures established for work area.

Perform related duties and responsibilities as required.

QUALIFICATIONS

Police Records Clerk/Dispatcher I

Knowledge of:

Modern office procedures, methods and computer equipment.

Methods and techniques of proper phone etiquette.

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Basic principles and procedures of filing and record keeping.

English usage, spelling, grammar and punctuation.

Ability to:

Perform general clerical work including maintaining files and compiling information for reports.

Maintain confidential records and reports.

Enter data on a computer at a speed necessary for successful job performance.

Effectively respond to requests and inquiries from the general public.

Learn to prepare a variety of reports and records.

Learn to correctly interpret and apply City policies and procedures.

Learn to perform public safety dispatching functions.

Learn to respond to and resolve difficult and sensitive citizen inquiries and complaints.

Learn operational characteristics of modern public safety telecommunications equipment including computer aided dispatch systems.

Learn techniques of questioning for both emergency and non-emergency calls. Remain calm, composed and in control while dealing with a wide range of citizens including those who may be belligerent, angry, hostile, mentally challenged, intoxicated, or have a language barrier.

Operate office equipment including computers.

Communicate clearly and concisely, both orally and in writing.

Understand and carry out oral and written instructions.

Establish and maintain effective relationships with those contacted in the course of work.

Be able to pass state and federal background checks for security clearances.

Education and Experience Guidelines

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to the completion of the twelfth grade.

Experience:

One year of clerical or administrative support experience is desirable.

Police Records Clerk/Dispatcher II

In addition to the qualifications for Police Records Clerk/Dispatcher I:

Knowledge of:

- Principles of business letter writing and basic report preparation.
- General principles necessary to work in a law enforcement environment
- Basic mathematical principles.
- Basic governmental accounting principles.
- Principles and practices of public safety dispatching.
- Operational characteristics of modern public safety telecommunications equipment including computer aided dispatch systems.
- Techniques of questioning for both emergency and non-emergency calls.
- Pertinent Federal, State and local codes, laws and regulations.

Ability to:

- Prepare a variety of reports and correspondence.
- Correctly interpret and apply City policies and procedures.
- Perform public safety dispatching functions.
- Respond to difficult and sensitive citizen inquiries and complaints.
- Work independently in the absence of supervision.
- Work under the stress and pressures of public safety emergencies and remain calm.
- Be able to pass state and federal background checks for security clearances.

Education and Experience Guidelines

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to the completion of the twelfth grade supplemented by training in applicable computer software, secretarial skills or other specialized area of assignment.

Experience:

Two years of clerical or administrative support experience related to law enforcement or government records.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Office environment; exposure to computer screens.

Mobility: Sitting for prolonged periods of time; extensive use of computer keyboard.

Vision: Visual acuity to review written materials.

Other Factors: Incumbents may be required to work extended hours including evenings and weekends. Incumbents may be exposed to written or visual information that is upsetting, gruesome, or unpleasant in connection to the law enforcement function.

Incumbents may be required to travel outside City boundaries to attend meetings.

LEAD POLICE RECORDS CLERK

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

JOB OBJECTIVES

Under direction, to lead, train, oversee and participate in the more complex and difficult work of staff responsible for performing a variety of administrative and clerical support functions within the police department including record keeping, dispatching, typing, data entry, file maintenance, answering phones and responding to the general public, receive, screen and direct telephone calls and to perform a variety of technical tasks relative to a law enforcement agency. This position is responsible for the day-to-day functional supervision of the clerical section.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Police Records Clerk series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series and assume greater administrative responsibility within the police department. The position may also exercise direct or functional and technical supervision over lower level police records clerks. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

ESSENTIAL FUNCTION STATEMENTS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

1. Lead, oversee, plan, train and review the work of staff responsible for performing a variety of administrative and clerical support functions within the police department including record keeping, radio dispatching, typing, data entry, file maintenance and answering phones; In a limited fashion, work with the supervisor in evaluating performance and making recommendations for corrective action to ensure adequate work performance of assigned personnel.
2. Train assigned employees in their areas of work including appropriate administrative and clerical support methods, procedures and techniques. Verify the work of employees for accuracy, proper work methods, techniques and compliance with applicable standards and specifications.
3. Type, proofread and create a wide variety of documents including forms, reports, letters, memoranda, correspondence and statistical charts from rough draft or verbal instruction. Independently compose correspondence for police department records section and administration.
4. Process requests for requisitions and receive purchase orders electronically. Process invoices for payment; assign proper account codes to orders and input accurate data into the purchasing program; review requests from others for required information and approval; reconcile invoices with Finance Department's financial reports and vendor statements. Provide support in the preparation and

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administration of the assigned department budget; recommend modifications or adjustments as appropriate.

5. Maintain accurate and up-to date information in a variety of files and records; complex and/or confidential records, reports, ledgers, logs and files; provide appropriate human resource staff with confidential employee information as requested. Perform criminal background checks as requested; enter and retrieve data from WACIC and NCIC; forward information to requesting officer or agency.
6. Compile payroll information for records section; calculate, review and verify for accuracy all time cards received from records section employees; enter information into computer for payroll processing; maintain accurate and detailed payroll records for all agency employees.
7. Answer multi-line telephone system and route calls to appropriate personnel or outside agency; provide information maintaining confidentiality and tact while dealing with a diverse group of citizens; respond to complaints and requests for information. Screen, sort and distribute mail; respond to routine correspondence. Operate a variety of office equipment including copiers, facsimile machine, cash register, computer, multi-frequency police radios and security equipment.
8. Operate a walk-in, open to the public, lobby. Assist citizens with requests for records, concealed pistol license applications, solicitor's licenses, fingerprint services, clearance letters, police reports and resources regarding criminal and civil and court matters. Maintain calm and composure when dealing with hostile, angry and even violent citizens. Often deals with persons in crisis or persons suffering from mental health issues.
9. Perform public safety dispatching duties; receive and prioritize emergency calls from the public requesting police, fire and other emergency or non-emergency services; determine nature, location and priority of calls and dispatch units accordingly. Monitor police radio and track units on CAD system. Assist field units with a variety of requests related to the law enforcement function.
10. Maintain and order office supplies, contact vendors to place orders; make conference, hotel and airline reservations; make calls for building maintenance, order supplies for building maintenance;
11. Maintain Terminal Agency Coordinator (TAC) Certification through Washington State Patrol ACCESS; responsible for keeping employees certification records, background checks, updated on system changes to rules and regulations regarding use, ensure agency complies with ACCESS rule in order to achieve a passing audit every three years.
12. Process dissemination requests for public records. Stay current on all applicable laws and court decisions.
13. Process records for destruction and sealing, adult and juvenile. Stay current on all applicable laws and court decisions.
14. Manage building security through issuance of alarm codes/keys/access cards.

AUXILIARY FUNCTION STATEMENTS

1. Provide assistance in a variety of special projects as assigned.

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2. Oversee the operation and maintenance needs of office computer systems; create work orders as requested and follow-up as needed; participate in the purchase of new systems as required.
3. Follow all safety rules and procedures established for work area.
4. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

- Principles of lead supervision and training.
- Business letter writing and basic report preparation techniques.
- Modern office procedures, methods and computer equipment.
- Principles and procedures of record keeping.
- Principles of public records.
- Principles of public safety dispatching.
- Methods and techniques of proper phone etiquette.
- Methods and techniques of public relations.
- English usage, spelling, grammar and punctuation.
- Mathematical principles and applications.
- Principles and practices of financial record keeping.
- Pertinent Federal, State and local laws, codes and regulations.

Ability to:

- Perform responsible and difficult administrative and secretarial support duties involving the use of independent judgment and personal initiative.
- Lead, oversee, direct, organize and review the work of staff in a positive manner.
- Maintain confidentiality of work performed.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Interpret and apply administrative and departmental policies and procedures.
- Independently prepare correspondences and memoranda.
- Type at a speed necessary for successful job performance.
- Prepare clear and concise reports.
- Operate office equipment including computers and supporting word processing and spreadsheet applications.
- Implement and maintain standard filing systems.
- Be able to pass state and federal background checks for security clearances.

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Work independently in the absence of supervision.

Understand and follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to the completion of the twelfth grade supplemented by specialized training in office procedures or a related field.

Experience:

Four years of increasingly responsible administrative support and/or secretarial experience in a law enforcement agency.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Office environment; exposure to computer screens.

Mobility: Sitting for prolonged periods of time; extensive use of computer keyboard.

Vision: Visual acuity to review written materials.

Other Factors: Incumbents may be required to work extended hours including evenings and weekends. Incumbents may be exposed to written or visual information that is upsetting, gruesome, or unpleasant in connection to the law enforcement function.

Incumbents may be required to travel outside City boundaries to attend meetings.

EXHIBIT B

<u>Position</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>
Police Records Clerk/Dispatcher I	2769	2853	2939	3028	3117	3211	3309
Police Records Clerk/Dispatcher II	3211	3309	3407	3510	3615	3723	3835
Lead Police Records Clerk	3835	3949	4068	4189	4317	4446	4578