City of Council Bluffs

Job Description

Records Technician I

Department: Police Department
Supervisor: Police Captain
Location: Police Station
FLSA Status: Non-Exempt
Prepared By: Mallory Davis, Recruiter
Prepared Date: May 2019
Union: CT
Pay Grade: 10

Summary: An employee of this class is responsible for processing and maintenance of the Police Department's comprehensive record keeping system, which provides the Police Department efficient storage and retrieval of computer and hard copy records and files.

Essential Duties and Responsibilities: includes the following.

- Performs clerical duties and records keeping functions

- Receives, organizes, disseminates, and maintains files and reports:
  - Maintains security and confidentiality of all reports, records, and investigative matters under his/her care and control not subject to public disclosure
  - Maintains current knowledge of State Offense Codes and Federal Uniform Crime Reporting (UCR) codes
  - Reviews incoming reports and associated documentation for accuracy, checking for proper completion and code selection for Offenses and Federal Uniform Crime Reporting codes to ensure accurate statistical submissions to the state
  - Processes, enters, and files NCIC entries and cancellations (including warrants) into RMS and national database
  - Disseminates a variety of police reports (with appropriate redaction when necessary) to the proper personnel, section, division, criminal justice agency, and, in some cases, the general public.
  - Assists insurance agencies and other criminal justice agencies in research and dissemination of reports according to department policy

- Provides assistance at the information counters and incoming phone lines:
    - Takes incoming calls and complete reports from Records lines, Telephone and On-line Reporting System, and Crime Stoppers
    - Directs public inquiries to the best available resource in an efficient manner
    - Acts as general information source for the entire department
    - Serves as receptionist directly assisting public, directing visitors, and callers to proper person or department
    - Assists various law enforcement personnel

- Establishes effective working relationships with public, staff, and other criminal justice agencies:
    - Maintains working relationships and works closely with 911 Communication Center, City and County Attorneys, Sheriff's Office, Pottawattamie County Jail, and Clerk of the Court
    - Assists other criminal justice agencies with inquiries on reports and other paperwork

- Manages abandoned/seized vehicles:
    - Tracks all incoming impounds and disposition
    - Works closely with tow company
    - Completes state reporting for vehicles sold and monies received

- Regular and predictable attendance is required

- Other duties as assigned

Supervisory Responsibilities:
This job has no supervisory responsibilities.

Qualifications:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:
- High school diploma or general education degree (GED); with four years related experience and/or training; or equivalent combination of education and experience which provides the required knowledge, skills, and abilities necessary to perform the work.

Certificates, Licenses, Registrations:
- This position requires the incumbent to become certified to use the National Crime Information Center database in order to enter, delete, and query sensitive and confidential crime files. The incumbent will also need to become commissioned as a notary through the State of Iowa.

Physical Demands:

- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and see, talk, and hear.
- The work environment is generally in an office setting.

Other Skills and Abilities:

- Knowledge of general office practices and procedures
- Knowledge of record keeping and filing procedures
- Skill in operating office equipment
- Ability to use personal computer
- Knowledge of simple bookkeeping and accounting practices
- Ability to communicate effectively both orally and in writing
- Ability to maintain effective interpersonal relationships with staff, public, and other agencies
- Ability to organize files/records
- Ability to compose and edit documents including knowledge of spelling, vocabulary, and grammar
- Ability to perform work assignments with minimal supervision
- Ability to understand and apply technical information and procedures
- Ability to maintain confidential information
- Ability to learn specialized police operations
- Availability for evening and night shifts