RECORDS SPECIALIST

POSITION SUMMARY

Incumbent performs a wide variety of moderate to complex office support work for the Police Department utilizing a variety of criminal justice information systems to input data, perform record checks and disseminate confidential law enforcement data and documentation to the appropriate entities; Reviews, scans and files all police reports and other generated data and documentation into the Police Department's records management system; Collaborates and communicates with the courts, prosecuting attorneys, and a variety of governmental agencies regarding the appropriate dissemination of confidential information and data; Performs review and pre-dissemination redaction of documentation and video imaging in association with state and federal open records laws; Collaborates with all the divisions within the Dickinson Police Department to assure accuracy and efficiency of records related workflow.

RESPONSIBILITIES

Essential Duties:

- Performs front desk duties responding directly to visitor inquiries while also communicating with the general public via telephone, facsimile, email, and mail;
- Registers sex offenders, offenders against children, and works closely with detectives to ensure offender compliance with state law;
- Collects fingerprints from registering offenders and as courtesy service for the general public;
- Notarizes affidavits and documents for the department.
- Compiles data, reports, traffic/driving histories, criminal histories, summons/citations, and evidence for courts and attorneys;
- Composes formal responses associated with open records and other requests for historical department data and other sensitive information;
- Reviews, redacts and transmits complex video imaging associated with the body worn camera system and other preserved audio and video data.
- Processes all accident reports, summons/citations, and incident reports while assuring accuracy;
- Fields and directs public phone calls for the normal operations of the Records Division;
- Performs a variety of clerical and record keeping duties to include scanning, filing, updating and disposing of various documents;
- Prepares statistics and reports;
- Processes crime reports transcribing written reports into numeric NIBRS coding for State and National statistics;
- Completes background checks and disseminates findings;
- Processes and reviews division level accounting related to petty cash, records release fees, licensing and cash receipts;
- Assists with training and development as needed;
- Performs other duties of a similar nature as assigned;

Knowledge, Skills, And Abilities (position requirements at entry):

- Excellent customer service and interpersonal skills;
- Ability to interact with people of all socio, economic and ethnic backgrounds;

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- Excellent spelling, grammar, and English composition;
- Effective communication skills both oral and written;
- Ability to independently interpret and implement open records law, policy and procedures;
- Complete understanding of department record keeping practices;
- Basic bookkeeping;
- Complete understanding of reference tools, both print and electronic;
- Basic applied mathematical principles (addition, subtraction, multiplication, and division);
- Ability to use a variety of office equipment and related applications;
- Good problem-solving skills;
- Ability to work as part of a team as well as independently;
- Ability to understand and carry out oral and written instructions;
- Ability to act with integrity, professionalism, and confidentiality;
- Ability to handle confidential and sensitive information in a professional manner;
- Adherence to the Dickinson Police Department General Orders and Standard Operating Procedures.

Judgment/Decision Making:

- Performs tasks and duties with minimal supervision using established policies and procedures with some innovation required.
- Resolves conflicts through the use of tact and diplomacy.
- Independent judgment is required to complete work assignments within areas of assignment.
- Provides input and assists in the development of objectives, general policies and procedures
- Requires accuracy to ensure correct information, decisions, and reports.

RELATIONSHIPS

Leadership/Supervisory Responsibilities:

- No supervisory responsibility.
- Serves as lead, mentor, or technical resource to newly assigned, part-time or temporary staff.
- Participates in problem-solving and policy discussions.
- Provides mentorship, training and guidance to Records Clerk.

Relation to Others:

- Communicates with the public by various means using appropriate customer service skills which portrays a positive and professional image of the department and the City of Dickinson.
- Provides insight and discussion related to the interpretation of policies or rules. Handles sensitive or complex information.
- Acknowledges and clarifies customer inquiries, requests or complaints to ensure that needs are identified, documented and addressed.
- Works to promote teamwork within the department.
- Interacts with multiple agencies daily.

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SKILLS

Education and Experience (position requirements at entry):

- High School Diploma or General Equivalency Diploma (G.E.D.).
- Requires 3-years' experience as a Dickinson Police Department Records Clerk.

Special Requirements (position requirements at entry):

- Valid Driver's License.
- No criminal convictions which impact or restrict user access to criminal justice information systems, software and/or equipment.
- NEXTest and NCIC certified without lapse or suspension of privileges for past 3 years.
- Notary Public
- No documented breaches of confidentiality or inappropriate information sharing.
- 32 hours of documented job-related continuing education training in the past 3 years to include completion of a 4-hour block of NIBRS/UCR training provided by the ND BCI and/or FBI, and the Incident Command System training block ICS-100.
- Proficient with NIBRS/UCR data input and reporting.
- Attendance of one Law Enforcement Administrative Support (LEAS) or equivalent conference.
- Buccal swab certified.

WORKING CONDITIONS

Environment:

- Positions in this class typically require: fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions. Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
- Some exposure to unpleasant conditions; Works directly with sex offenders (one-on-one) during registration, collecting fingerprints and buccal swabs.
- Work may require routine travel within the City.

CLASSIFICATION AND HISTORY:

Classification: Grade 12 (G-12)

FLSA: Non-Exempt

Created: Draft prepared by Chief Cianni 2/2023

City Commission Approved: 2/21/2023

Updated: Classification updated by HR Torgerson to align with the new pay scale, effective June 23, 2025.