RECORDS CLERK

POSITION SUMMARY

This position performs a variety of routine to moderately 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; Follows established Records Division standard operating procedures to assure accuracy and efficiency of records related workflow. Reports directly to Records Supervisor.

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 and works closely with detectives to ensure offender's compliance with state laws;
- Collects fingerprints from registering offenders, and as a courtesy service for the general public;
- Notarizes affidavits and documents for the department;
- Compiles reports, driver's histories, criminal histories, citations, and evidence for courts and attorneys;
- 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, citations, and incident reports, checking for 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 filing, updating and disposing of various documents;
- Prepares statistics and reports;
- Process crime reports transcribing written reports into numeric NIBRS coding for State and National statistics;
- Completes background checks as requested and disseminate information;
- Performs other duties of a similar nature as required;
- Processes and reviews department level accounting related to petty cash, records release fees, licensing and cash receipts;
- Tasks are multiple and diverse with some interrelationship across processes. Requires the direct application of a variety of procedures, policies and precedents.

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

- Skilled at customer service techniques;
- Ability to interact with people of all social, economic and ethnic backgrounds;

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- Knowledgeable and skilled at spelling, grammar, and English composition;
- Effective communication skills both oral and written;
- Ability to interpret and implement Open Records Laws policy and procedures;
- Knowledge of basic record keeping practices;
- Knowledge of basic bookkeeping;
- Working knowledge of reference tools, both print and electronic;
- Knowledge of and skilled at basic applied mathematical principles (addition, subtraction, multiplication, and division);
- Ability to use a variety of office equipment and related applications;
- Possesses effective 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;

Judgment/Decision Making:

- Performs tasks and duties under general supervision, using established policies and procedures and some innovation.
- Resolves conflicts through the use of tact and diplomacy.
- Independent judgment is required to complete work assignments within areas of assignment.
- Often makes recommendations to work procedures, policies, and practices. Refers unusual problems or exceptions to supervisor.
- Requires accuracy to ensure correct information, decisions, and reports.

RELATIONSHIPS

Leadership/Supervisory Responsibilities:

- No supervisory responsibility.
- Serves as lead or technical resource to newly assigned, part-time or temporary staff.

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. Presents issues and/or concerns related to the interpretation of policies or rules to the Records Supervisor. Handles sensitive and/or complex information regularly.
- 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.

SKILLS

Education and Experience (position requirements at entry):

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- High School Diploma or General Equivalency Diploma (G.E.D.) and;
- One year of experience in a customer service, record keeping, administrative or office position;
- Or an equivalent combination of education, training and experience to successfully perform the essential duties of the job.

Special Requirements (position requirements at entry):

- Valid Driver's License.
- Pass a criminal background check and be granted and maintain CJIS approval and access authority required for the use of criminal justice computer programs and equipment.
- Complete and Pass NEXTest NCIC testing to maintain access to required computer programs (within 90 days).

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. Work directly with sexual offenders, on-on-one while registering and fingerprinting.
- Work may require routine travel within the City.
- Fingerprinting public.

CLASSIFICATION AND HISTORY:

Position Designation: Laborer; Draft prepared Date: 6/99
CSC Revised Knowledge and Skills section: 3/18/02; CSC Revised: 11/03
Draft update prepared by Kristi Cianni 03/2007; Updated and Civil Service Approved on 03/19/07
05/20/08 – Civil Service Annual Review – No Changes
Updates by Kristi Cianni 04/07/09; CSC Approved updates (percentages): 04/08/09
Updates by Police Administration – 10/2010; Civil Service Approved 10/15/10 pending a reclassification of the Baler Building Administrative Clerk as the description is currently shared by two departments
City Commission Approved Reclassification 11/1/10 allows removal of any reference to the Baler Building
Updated by Captain Wilkie, Chief Dassinger, Records Supervisor Hoff, HR Coordinator Nameniuk - 10/16/18,
Reclassify: Updated by Captain Wilkie, Chief Dassinger, Records Supervisor Hoff, HR Nameniuk - 8/5/19
Classification: Grade 11 (G-11)
FLSA: Non-Exempt
City Commission Approved/Reclassify: 08/20/2019
Updated: 7/7/23 by Chief Cianni, HR Nameniuk. Classification updated by HR Torgerson to align with the new pay scale, effective June 23, 2025.