City of Phoenix

Police Records Clerk

Job Code:	01210	Job Function:	Special Clerical
Salary Plan:	006	Grade:	341
FLSA:	Nonexempt	Labor Assign:	Unit 3 AFSCME 2960
Benefit Cat:	003	EEO-4:	Administrative Support
SOC:	43-4071.00	Last Revision:	November 2023

This description shall not be held to exclude other duties not specifically mentioned that are of similar kind or level of difficulty as the examples of typical functions of the classification. They are intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification.

DEFINITION:

The fundamental reason this classification exists is to perform specialized clerical work which involves receiving, filing, maintaining, and releasing records related to criminal justice activities. Work involves heavy phone usage, computer work, and front counter assistance to officers, the public, and other City staff. Duties include performing background and warrant checks, retrieving police and traffic reports, issuing permits, and advising customers of City rules and procedures regarding oversize vehicles and alarm systems, and entering stolen/impounded vehicle information into databases. Information retrieved and released must be accurate and released only to authorized personnel. Employees in this class may be deputized to authenticate clerical actions or documentation. Work may be reviewed by a Lead. Shift, weekend, and holiday work is required.

SUPERVISION RECEIVED/GIVEN:

Supervision is received from a Police Records and Identification Bureau Shift Supervisor or other supervisor.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only):

- Files, maintains, and searches criminal history files and furnishes authorized information to authorized persons only
- Performs rapid record checks in response to radio/telephone inquiries
- Responds to information requests from police and other law enforcement officials and the public
- Operates a computer for query of and data entry into a variety of City, statewide, and national databases
- Fingerprints and photographs applicants for City employment, licensee applicants, suspects, etc.
- Performs phone and counter work to assist customers for such duties as explaining rules and procedures, processing forms, performing cashiering work for the sale of records/reports, and issuing permits
- Provides certain technical information to City staff and citizens and interprets City rules within a defined area of activity, such as traffic regulations and alarm system ordinances and fees

- Assists in preparing court docket by searching records for possible criminal history for defendants and pulls criminal history records for use by the court
- Maintains regular and reliable attendance
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity

REQUIRED KNOWLEDGE AND ABILITIES:

Knowledge of:

- Principles and procedures used in maintaining and controlling a complex filing system.
- Records retention schedules and procedures for destruction and archiving of records
- Modern office practices, procedures, and equipment.

Ability to:

- Comprehend and make inferences from material written in the English language.
- Learn job related material through oral instruction and observation which takes place mainly in an on-the-job training setting.
- Communicate in the English language over the phone and in person in a one-to-one or group setting.
- Enter data or information into a terminal, PC, or other keyboard device.
- Work cooperatively with other City employees.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Appointments to some positions are subject to meeting appropriate polygraph and background standards.
- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.

ACCEPTABLE EXPERIENCE AND TRAINING:

One year of clerical experience. Other combinations of experience and education that meet the minimum requirements may be substituted.