



## **Police Desk and Records Clerk**

### **Job Description**

SUPERVISED BY: Chief of Police

SUPERVISES: None

FLSA STATUS: Non-Exempt

#### **GENERAL SUMMARY**

Under the general supervision of the Chief of Police, the Police Desk and Records Clerk is responsible for providing general administrative support to the police department and Chief of Police, performing Law Enforcement Information Network (LEIN) Terminal Agency Coordinator duties, handling emergency radio communications, and serving as the primary point of contact for all incoming telephone calls and walk-in customers at the police department front desk, as well as performing other duties as assigned by the Chief of Police.

#### **ESSENTIAL DUTIES AND JOB FUNCTION**

- Answer incoming telephone calls and maintain the desk telephone answering systems and services
- Transfer all incoming telephone calls to the appropriate person. Organize, program and maintain all telephone voice mail and voice messages within the police department.
- Respond to and process the needs of walk-in services at the police department, including emergency needs.
- Maintain the department Emergency Operations Center 800 base radio system and communicate with officers and agencies on the radio system as required.
- Manage department connectivity to the Michigan Law Enforcement Information Network (LEIN) and serve as the LEIN Terminal Agency Coordinator (TAC) with the Michigan State Police; responsible for document processing and entering and removing persons and items into and from LEIN, including but not limited to arrest warrants, missing persons, lost or stolen property, vehicle impounds and abandoned vehicles, MICR records, Datamaster entries and records, repeat offender license plate entries, sex offender registration and updates, court dispositions, and similar duties.
- Manage and maintain all parking violations administrative processes and records, including the taking of payment for fines, maintaining financial records, and maintaining the department database to track tickets, payments and documentation within the Department and to and from the court.

- Serve as the coordinator between the department and Oakland County courts and Law Enforcement Management Information System (CLEMIS)
- Maintain all department employee records and identification within department computer systems as well as those required for personnel such as CLEMIS, CAD, LEIN and any other computer and records operation systems required within the department.
- Accept and process cash transactions, manage and maintain records for all cash flow into the department and to the Village Treasurer for all services provided by the department.
- Serve as a liaison between the department and other village staff and other government agencies, including the police dispatch service agency.
- Maintain all department arrest records, systems and forms, including the department employee court log, subpoenas, and notices to appear, process and deliver case reports to the court, probation department and the prosecutor's office.
- Process department payroll records and timesheets as required. Maintain shift call-in records and employee overtime call-in records.
- Maintain department records system lists such as property inspections lists, businesses, DTE street light outages, lost & found, lost animals, bicycle registration, pawn records and entries, pistol purchase records, UD-10 crash records, arrest bond records, personal protection order (PPO) records and entries.
- Maintain and process monthly reports to the Chief of Police on traffic citations, ordinance enforcement, cash transactions and other reports as directed by the Chief of Police.
- Perform all record filing and retrieval for daily department activity, including document shredding and the annual storage and rotation of department documents and records and requests under duly adopted records retention schedules and the Freedom of Information Act (FOIA).
- Perform department personal background checks and maintain records for persons and other governmental agencies upon request.
- Maintain all department books, manuals and paper records in an efficient and secure manner.
- Monitor, inventory and order all department office supplies.
- Perform other duties and responsibilities as directed by the Chief of Police.

### **REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND MINIMUM QUALIFICATIONS**

The requirements listed below are representative of the knowledge, skills, abilities, and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the job.

- A high school diploma or equivalent is required.
- A working knowledge of standard Michigan police department records systems and practices
- Proficient in the use of Oakland County CLEMIS operating systems, software and records

- Proficient in the use of Microsoft Word, Excel, and other office software and records database systems
- Skills in maintaining complex record keeping systems and performing other administrative functions are required
- Skill in effective and courteous communication with the public and other law enforcement personnel and agencies
- Three or more years of experience as a police department records clerk and/or police dispatcher preferred
- Must be able to attain and maintain status as the police department Terminal Agency Coordinator (TAC) as required by the Michigan State Police (MSP) to maintain the Law Enforcement Information Network (LEIN) connectivity.
- Experience and ability in handling and processing cash transactions and records for police records sales to public, parking fines collection, and other administrative police department financial transactions.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate with others in person and on the telephone. The employee is regularly required to use hands to point, finger, write, handle, hold, or feel. The employee is regularly required to sit, stand, walk, and climb stairs or small ladders or stools. While performing the duties of this job, the employee regularly works in a business office setting. The noise level in the work environment is usually quiet.

The employee is frequently required to take notes and to use a computer and copier machine to produce electronic and paper documents. The employee is frequently required to travel to other locations within and outside the village. The employee is occasionally required to attend meetings.

The employee must occasionally stoop, kneel, bend, lift, push, pull, and/or move items of light or medium weight.

Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.