

City of Claremont, New Hampshire Position Description

Position Titled:	Records Clerk	Union/Merit:	AFSME Police Union
Reports to:	Police Chief	Grade Level-Points:	
Department:	Police	Revised/Updated:	04/10/05
FLSA Status:	Non-Exempt		

Job Summary

An incumbent in this position performs highly responsible clerical and record-keeping duties, requiring a working knowledge of office practices, the application of guides and manuals to concrete situations and a significant amount of keyboarding and filing, in which there is likely to be a great deal of confidentiality.

The purpose of the work is to carry out a wide variety of specific clerical procedures required to maintain and process office records. The work performed must be accurate and complete as it affects the accuracy and reliability of subsequent processes both within the immediate office and in other offices dependent upon the work.

Essential Job Functions (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class)

1. Must have clear, understandable speech.
2. Receives, examines and files records involving a wide variety of steps due to their applicability to a number of required reports to be filed with governmental agencies.
3. Maintains relatively complex records involving cross-referencing and indexing. Assembles information from various sources in order to prepare reports; this may call for searching individual files in order to secure the information. Makes postings to and updates files and records. Maintains computer database.
4. Issues a variety of licenses related to the department's operations and work program.
5. Receives phone calls and visitors and screens for nature of business, referring them to proper official(s) of the department.
6. Prepares correspondence and reports for superiors. Provides information to the news media and general public.
7. Analyzes statistical data and reports same to superiors. Prepares monthly and annual reports.
8. Assists employees of the department in performing research of files and by answering inquiries pertinent to the records of the department.

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9. Ensures reports received from employees of the department are complete and accurate.
10. Assists Communications Specialists during high-demand periods.
11. Assists Court Prosecutor in maintaining court database.
12. Performs other related duties as assigned.

Peripheral Duties

The work includes a variety of complex clerical duties which involve numerous steps. The incumbent frequently must decide the necessary steps and procedures and the sequence of their performance based on analysis of the particular issues involved. Instructions and past practices are available and applicable to the work, requiring the employee to determine the appropriate procedure or instruction where several might be applicable. At times, the incumbent will have to deal with people over the phone, radio or in person, who are in a stressed or agitated condition.

Desired Minimum Qualifications

Education and Experience:

High School degree (or GED) with business-type curriculum where typing, filing, record-keeping and office practices could be learned, plus not less than two (2) years experience in a general office situation, where record-keeping was a significant portion of the work, plus have dispatcher training; *or* any equivalent combination of training and experience which demonstrates possession of the required knowledge, skill and ability.

Must maintain any required approvals and designations as required.

Necessary Knowledge, Skills and Abilities:

Knowledge of:

- Administrative policies and procedures related to the administration of the Department.
- Considerable knowledge of department terminology, department programs, functions, procedures and operations to answer inquiries from the public, prepare recurring reports, recognize need for new files and records and coordinate with other offices as necessary.
- Equipment in the Communications Center.
- Modern office methods, procedures, equipment, business letter-writing, and standard clerical techniques.

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- Word processors or computers.
- Techniques of effective time management.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Record keeping, report preparation, filing methods and records management techniques including cross-referencing and indexing of files and records.
- Extensive knowledge of the principles, practices and techniques of office and administrative management, including office practices and procedures.
- Extensive knowledge of office record keeping practices.
- Thorough knowledge of applicable laws, ordinances, and department rules and regulations.

Ability to:

- Attend night meetings or hearings, when required.
- Read and interpret documents.
- Write reports, correspondence, and procedure manuals.
- Demonstrated ability to communicate both orally and in writing.
- Maintain electronic and written records and prepare reports and to document any and all information pertaining to the activities and responsibilities of the position.
- Maintain confidentiality.
- Ability to maintain effective working relationships with department heads, employees, City Council and the public and to deal with service problems courteously and tactfully.

Skill in:

- Using tact, discretion, initiative and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Typing complex documents containing numeric information or technical terminology.
- Using computers to create and manage files, records, spreadsheets and databases and to enter and retrieve information.
- Operating general office equipment.
- Compiling, composing, and maintaining reports.
- Understanding and carrying out complex written and oral instructions.
- The use of the tools and equipment listed below.

Supervision Received

Works under the supervision of the Police Chief or his/her designee. The incumbent plans and carries out the work of the office with a high degree of independence. Work is reviewed normally only after it has been prepared in final form for adequacy, appropriateness and conformance with established policy.

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Supervision Exercised

None

Responsibility for Public Contact

The incumbent generally works with a superior, who is a department head and with the employees of the department in seeing that records are properly filed and that information is obtained for the preparation of periodic reports. Other contacts include maintaining relationships with the news media and answering questions of the general public. The employee receives occasional verbal abuse, although this is not a significant, recurring factor of the job. The incumbent may need to take requests from the public during busy times.

Licensing & Certification

None required

Tools & Equipment Used

Personal computer including Microsoft Office software, accounting software, dispatch equipment microfilm/fiche reader, motor vehicle, telephone, typewriter, calculator, copy machine, and fax machine etc

Typical Work Surface(s): Standard office desk and chair; tables; computer work station, wood, tile, cement and carpeted floors.

Typical Controls & Equipment: Calculator, computer, printers, telephone, typewriter, dispatching equipment, copy machine, fax machine, postage machine, folder/insertor, microfilm/fiche reader, computer mouse.

Typical Work Environment: Inside: 95% Outside: 5%

Summary of Occupational Exposures: May be exposed to cleaning fluids, copier toner, etc. Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.

The incumbent's working conditions are typically quiet to moderately loud.

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Physical Activity Requirements

Primary Physical Requirements

<u>LIFT up to 10 lbs.:</u>	Frequently required
<u>LIFT 11 to 25 lbs.:</u>	Occasionally required
<u>LIFT 26 to 50 lbs.:</u>	Rarely required
<u>LIFT over 50 lbs.:</u>	Not required

<u>CARRY up to 10 lbs.:</u>	Occasionally required
<u>CARRY 11 to 25 lbs.:</u>	Occasionally required
<u>CARRY 26 to 50 lbs.:</u>	Occasionally required
<u>CARRY over 50 lbs.:</u>	Rarely required

<u>REACH above shoulder height:</u>	Occasionally required
<u>REACH at shoulder height:</u>	Occasionally required
<u>REACH below shoulder height:</u>	Occasionally required
<u>PUSH/PULL:</u>	Occasionally required

Other Physical Considerations

<u>Twisting:</u>	Occasionally required
<u>Bending:</u>	Occasionally required
<u>Crawling:</u>	Rarely required
<u>Squatting:</u>	Occasionally required

<u>Kneeling:</u>	Occasionally required
<u>Crouching:</u>	Occasionally required
<u>Climbing:</u>	Rarely required
<u>Balancing:</u>	Rarely required
<u>Grasping:</u>	Frequently required

<u>Handling:</u>	Frequently required
<u>Torquing:</u>	Occasionally required
<u>Fingering:</u>	Frequently required

During an 8-hour Day, Employee is Typically Required To:

	<u>Consecutive Hours</u>	<u>Total Hours</u>
Sit	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Stand	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Walk	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8

Cognitive and Sensory Requirements:

- Talking: Necessary for communicating with others.
- Hearing: Necessary for taking instructions and information.
- Sight: Necessary for performing job effectively and correctly.
- Tasting & Smelling: Not required for the performance of the functions of this position.

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