

CITY OF HELENA



Position Title: Records Clerk/Tele-Communicator Department: Police/SSD

Position #: 2602

Grade: Union Scale

EEO Category: (06) Administrative Support

FLSA: Non-Exempt

EEO Function: (04) Police Protection

Work Comp Code: 8810

DEFINITION

Enters, maintains, and disseminates law enforcement records such as booking, warrants, alarms, and record checks, following departmental procedure. Records, controls, and retains all police and sheriff department reports on a support services basis. Performs a variety of responsible clerical and public contact duties for the police department, and the sheriff's office. Employees in this class serve as custodians of record.

Provides emergency and non-emergency services by answering regular and 911 emergency phone calls and operating two-way radios to respond to questions and requests to dispatch police, fire, and medical units.

Responsible for fast, efficient, and accurate receiving, dispatching, and processing of calls and messages to Fire, Police, and Sheriff's vehicles and personnel on an assigned shift. Calls and messages include routine sheriff and police reports for Lewis & Clark County, City of Helena, and East Helena, requests for information, and those requiring emergency action by the Fire, Police or local ambulance service. While dispatching is performed following departmental procedure, there are situations which require independent judgment.

SUPERVISION RECEIVED

Under the general supervision of the Support Services Lieutenant.

SUPERVISION EXERCISED

None

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Receive and record reports, arrest records, subpoenas, and requests into the support services system.

Receive, process and accurately file booking correspondence, fingerprint cards, final disposition, and other court documents pertinent to bookings from the jail.

Decide which false alarms are chargeable and bill appropriately.

Receive fees and administers alarm permit system.

In compliance with confidentiality laws and regulations, handle criminal history backgrounds for the Court, County Attorney's office, FBI, and other agencies.

Process and record temporary restraining orders.

Collect fees for incident reports, or provides response with reasons as to why the request can not be honored.

Prepare deposits, maintain receipts and reconcile accounts.

Operate computer terminals.

Process incoming and outgoing mail, including sorting and distributing.

Important & Essential Duties cont.:

Prepare written response to Court subpoenas.

Perform clerical and record keeping duties for Support Services archives and judicial directive.

Conduct records checks for criminal justice agencies.

Initiate and maintain arrest jacket files.

Serve as information point for Police Department and Sheriff's office, answers up to 7 phone lines within Department.

Provide customer services at the walk-up window, on the phone or electronically.

Print jail roster & post in lobby.

Lock & unlock front doors for business.

Manage crash reports by making copies for MHP and mailing them. Filing original record.

Assist with processing new registrations & paperwork for sexual & violent offenders, photographing offenders, sending in for fingerprints, confirm DNA collection, payment collection and maintain offender files.

Process, enter, file & copy missing person reports.

Process, enter, file, copy & pull local wants/warrants.

Assist with background checks on LCSO concealed weapon permits.

Dispatches emergency vehicles following established procedures.

Operates two-way radios and digital/analog paging system for dispatching and/or paging for police/fire and medical response.

Verifies and/or inputs data as requested by law enforcement personnel using computers, updates and monitors law enforcement personnel, as well as initiate and retrieve a variety of law enforcement data and reports.

Determines availability and location of patrol units.

Operates radio console, computer aided dispatch terminal and related equipment.

Monitors alarm systems and takes appropriate actions when activated.

Answers non-emergency phone lines as well as emergency 911 phone lines. Monitors multiple radio frequencies. Monitors and uses TDD telephone device for the deaf. Uses Emergency Preparedness Network (EPN) during emergency situations.

Interviews and evaluates calls to determine what action and priority is to be awarded. Refers callers to proper agency or department.

Gives pre-arrival emergency medical instructions to protect victim and/or crime scene.

Answers intercom to front door and transfers to jail, as appropriate.

Monitors CJIN for incoming information and disseminates to appropriate personnel.

Monitors sally-port vehicle activities.

Important & Essential Duties cont.:

Traces 911 hang-ups and calls when addresses are unknown.

Processes pawn ticket to check for stolen items using CJIN/NCIC computer.

Entry and removal of missing person entries, access restraining order information and warrants.

OTHER JOB RELATED DUTIES

May be used as a dispatcher in the 9-1-1 center to provide coverage for vacations/comp time, sick leave, and/or vacancies.

Perform other duties as assigned.

SAFETY RELATED DUTIES:

Abide by the City of Helena and department/division work practices established for specific job assignments and occupations.

Report occupational injuries, illnesses and near misses immediately to their supervisor. Follow supervisor instructions for obtaining first aid and/or medical attention. Participate in accident investigations as requested by the supervisor.

Participate fully in safety training. Suggest improvements in safety training requirements or programs to the supervisor or the safety committee.

Identify unsafe work conditions and unsafe practices. Correct hazards or report them to the supervisor or safety committee as appropriate.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Applicable State and Federal Laws.

Departmental policies and procedures.

Common accepted office practices related to filing, telephone etiquette and customer service.

Skill to:

Operate computers and other automated office equipment such as copy machines, printer, fax, phones, files, two-way radio and camera.

Ability to:

Edit and/or deny the release of police information and records, in compliance with State and Federal laws, regulations, department policy and common law.

Acquire a working knowledge of Police Departments and Sheriff's office procedures, terminology, and practices.

Acquire a wide variety of knowledge of statutes, commercial law, city/county ordinances, and the criminal justice system in general.

Effectively communicate with a wide variety of people, including Sexual and Violent Offender registrants.

Establish and maintain a positive working relationship with law enforcement and emergency service personnel, other law enforcement agencies, city and county employees, and the general public.

Perform in a multi-tasking environment.

Speak clearly with a well modulated and pleasant voice using proper grammatical construction and in choice of words.

Ability to cont.:

Listen to developmentally challenged, children, intoxicated, hysterical, and persons threatening suicide.

Respond rationally during stressful and emergent situations in a multi-tasking environment.

Pass a background investigation to handle confidential criminal justice information.

Physical Demands/ Work Environment

Involves work of a general office nature usually performed sitting, such as answering the phone and operation of a computer. Involves work of a general office nature usually performed standing, such as operation of a photocopier, a fax machine, and other office equipment. Involves customer service work that usually involves talking, hearing, and seeing. Ability to lift up to 25 pounds.

Involves movement between departments to facilitate workflow.

Can occasionally be hostile, negative, and stressful.

Key factors involve multi-tasking, hearing and vision functions in order to use hands and fingers to input or control radio, telephone and computer equipment. Must be able to access files and cabinets in addition to sitting at consoles.

Dispatch room includes stations which each have a minimum of three video monitors per position as well as radio and telephone systems. A complex, multi-tasking environment where stress can become intense during occasional emergent situations.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience Training:

Minimum of high school graduation or equivalent. Prior experience performing responsible clerical work, involving public contact.

Experience in using personal computers, and/or computer terminals.

Ability to type at a minimum of 35 correct words per minute.

License or Certificate:

Obtain CJIN/NCIC Certification (Department of Justice) within twelve months of hire.

Obtain Public Safety Basic Telecommunicator (State of Montana) certification within one year of hire.

CPR Certification (American Red Cross approved) and Emergency Medical Dispatch certification within one year of hire.

A valid driver license and the ability to obtain a valid Montana driver license within 60 days.

After reading this job description, as of this date would you require any accommodation to perform these duties?

YES or NO (circle one)

Employee's Signature: _____

Date: _____

Effective Date: November 2004

Updated: August 2010