



CITY OF DULUTH POLICE DEPARTMENT

Standard Operating Procedure

RECORDS TECHNICIAN & SENIOR RECORDS TECHNICIAN <i>Job Description</i>	S.O.P.#:	63-09

[GACP 4.6]

63-09-01 PURPOSE

The purpose of this Standard Operating Procedure is to establish the job description for the position of Records Technician.

63-09-02 JOB SUMMARY

- A. This position is responsible for providing clerical and record-keeping support to the Department. This position involves general office skills including typing and computer data entry; providing customer service, collecting fees; and processing, maintaining, retrieving and disseminating information and documents.
- B. This employee performs a variety of routine public safety clerical duties affecting the operation of the Department. Successful performance helps ensure the accuracy of administrative records and facilitates the efficient and effective operation of the Department.
- C. This is a civilian position non-exempt from FLSA. This employee is appointed by the Chief of Police and works under the direction of the Records Supervisor. This position may be part time or full time.

63-09-03 EXAMPLES OF DUTIES

- A. Assists with processing documents by categorizing, logging, batching and distributing documents to appropriate locations for further processing or taking appropriate action.
- B. Opens mail addressed to the Records Section and responds to requests or routes mail internally as needed

- C. Assists in providing customer service to the general public, and police personnel by phone and in person; to include:
 - 1. greeting citizens and ascertaining nature of the visit
 - 2. providing information (i.e., determining case numbers via computer and then copying police reports)
 - 3. balancing monies received to receipts and submitting reports to the supervisor
 - 4. providing general information (i.e., directions and procedures)
 - 5. researching requested information
 - 6. producing copies of reports from computer or originals
 - 7. mailing copies of reports to concerned parties
- D. Operates computer systems, office equipment, and telephones
- E. Distributes reports and files to various criminal justice officials and authorized members of the general public
- F. Fingerprint citizens as needed
- G. Assists with the training of new Records Clerks
- H. Verifies local criminal history record information upon request
- I. Notarizes documents as requested
- J. Operates a terminal on the state and national crime computer information network (GCIC/NCIC); retrieving records of drivers' license status and history, and criminal history record information; and sending required responses to inquiring party
- K. Operates an in-house computer system terminal by retrieving information regarding police activities, police reports, citations, and accident reports written
- L. Enters data from various police reports, including incident reports, accident reports, and citations into a computerized records management system
- M. Types short memos and letters

- N. Assists co-workers and other employees as needed
- O. Performs all other lawful duties as assigned or required

63-09-04 KNOWLEDGE REQUIRED

The employee must have specific knowledge at a level sufficient for them to perform the duties of the job. These knowledges include, but are not limited to:

- A. Knowledge of applicable federal laws, state laws and city ordinances, especially the Georgia Open Records laws
- B. Knowledge of departmental policies, procedures, directives, rules and regulations
- C. Knowledge of the confidentiality requirements of criminal justice information and criminal history record information
- D. Knowledge of the geography, road network, traffic patterns, public buildings, and emergency facilities of the city to assist giving directions to citizens
- E. Knowledge of map formats and symbols used in reading maps to assist giving directions to citizens
- F. Knowledge of GCIC operating procedures, rules and regulations; including the GCIC databases and how they interrelate
- G. Knowledge of standard American English grammar, punctuation, and spelling
- H. Knowledge of the principles of mathematics
- I. Knowledge of the criminal justice system
- J. Knowledge of judicial terminology, court systems, and court procedures; especially of the Duluth Municipal Court, and Gwinnett County State and the Gwinnett Superior Courts
- K. Knowledge of office procedures
- L. Knowledge of alphabetical and numerical paper and electronic filing

systems

- M. Knowledge of bookkeeping procedures
- N. Knowledge of interpersonal communication skills
- O. Must complete the GCIC workbook within 90 days of being hired.

63-09-05 SKILLS REQUIRED

The employee must have these skills at a level sufficient for them to perform the duties of the job to Departmental standards. These skills include, but are not limited to:

- A. Communications skills (writing legibly, verbalizing procedures, etc.)
- B. Skill in the effective and efficient use of office equipment, including, but not limited to: typewriter, calculator, copy machine, computer, telephone and office machines.

63-09-06 ABILITIES REQUIRED

The employee must have these abilities at a level sufficient for them to perform the duties of the job to Departmental standards. These abilities include, but are not limited to:

- A. Ability to carry out duties according to federal and state laws and administrative regulations; city ordinances; Departmental policy, procedures, directives, rules and regulations; and external directives
- B. Ability to observe and analyze situations quickly and objectively and, using good judgment, determine an effective and efficient course of action to be taken with due regard to the task, situation, and circumstance
- C. Ability to communicate effectively with people in a courteous, tactful, and fair manner under all conditions
- D. Ability to provide information and explanations of the processes and procedures of the police department and municipal court to the public
- E. Ability to read, speak, write and spell using standard American English grammar
- F. Ability to write and/or type orders, forms, reports, letters, memos and correspondence from long hand, rough draft, or oral instructions.

- G. Ability to recall and relate details of incidents in order to prepare written reports and present information to concerned parties
- H. Ability to perform mathematical calculations with speed and accuracy
- I. Ability to understand and follow quickly and accurately oral and written instructions and procedures
- J. Ability to obtain information through observation and interview
- K. Ability to successfully complete the Department's training programs following employment/assignment
- L. Ability to read and interpret maps in order to find locations and to give accurate directions to citizens
- M. Ability to work well in a multi-tasked environment, amid frequent interruptions; and to redirect focus of attention to a task after an interruption
- N. Ability to assign priorities to tasks and to reassign priorities as the situation and circumstances change
- O. Ability to search for information from many various sources. Ability to respond appropriately to relevant requests or to complete required duties
- P. Ability to organize information for the employee's own use in their official capacity, and to present it to others for their use
- Q. Ability to analyze, plan and organize work
- R. Ability to maintain records within filing systems (file management)
- S. Ability to establish and maintain effective working relationships with a wide range of persons, including: supervisors, peers, subordinates, other city employees, attorneys, and the general public
- T. Ability to work effectively as an individual and as a team member
- U. Ability to assert self appropriately
- V. Ability to accept responsibility, acknowledge mistakes, and share successes

- W. Ability to adapt to changes in the work place, and work in an environment of technological growth and innovation
- X. Ability to handle sums of money accurately
- Y. Ability to perform computer related functions
- Z. Ability to perform bookkeeping functions
- AA. Ability to type accurately
- AB. Ability to properly maintain confidential information
- AC. Ability to successfully pass the selection process for this position
- AD. Ability to problem-solve and make decisions

63-09-07 PHYSICAL DEMANDS & WORK ENVIRONMENT

- A. The work is typically performed with the employee sitting at a desk in an office that is often crowded, noisy, with intermittent standing, walking, kneeling, stretching, squatting, reaching and bending.
- B. The employee must frequently lift a very light (less than 5 lbs) file; routinely lift and carry light (5-10 lbs) boxes of paper, forms, supplies or objects; and occasionally lift and carry moderate (10-40 lbs) boxes of paper, forms, supplies or objects.
- C. The employee must:
 - 1. Use office equipment requiring a high degree of psychomotor skills (hand-eye coordination)
 - 2. Have correctable hearing abilities sufficient to perform job duties
 - 3. Have correctable binocular vision sufficient to perform job duties, which means: no marked red-green deficiency of color vision, normal depth perception, no significant interference with night vision, no significant loss of peripheral vision and no uncorrectable strabismus which is accompanied by double vision
 - 4. Have speaking abilities sufficient to perform job duties
 - 5. The employee is occasionally exposed to: dust, upset

individuals and other adverse situations.

6. The work requires the ability to work the hours needed.

63-09-08 EXPERIENCE, EDUCATION, TRAINING, LICENSES & CERTIFICATIONS

A. General Requirement

The employee is required to have a combination of experience, education, training, licenses and certifications which provides the requisite knowledge, skills and abilities necessary to perform the duties of the job. Failure to obtain and maintain all required certifications, licenses, and commissions as required, or failure to successfully complete all required training may result in discipline, up to, and including termination of employment.

B. Minimum Requirements

1. Employees in this position must be at least 18 years of age and must be able to accept work in the United States.
2. A High School Diploma or state-issue G.E.D. is required.
3. The employee must sign a GCIC Awareness Statement regarding confidentiality of criminal justice information and criminal history record information; and abide by the stringent regulations concerning the protection of such information from dissemination to unauthorized persons.
4. GCIC Terminal Operator certification is required to operate the state and national crime computer terminals. The certification consists of the successful completion of a workbook, the passing of exercises, and the passing of a final certification test. The employee has 3 months (90 days) from the time material are issued to become certified. This certification is required for any employee who operates a GCIC terminal, and the certification may be obtained after employment.
5. Obtaining a Notary Public commission is required in order to notarize police related documents. This commission may be obtained after employment.

C. Desirable Qualifications

1. Specific experience in an office with phone or personal contact with the public is desirable.

2. A post-secondary degree, diploma, or course work from a recognized institution in criminal justice, business administration, public administration, office administration or closely related field is desirable.
3. Training from a recognized college, institution or technical school in secretarial science, office administration, accounting, informational systems, communications or closely related areas is desirable.
4. Written/spoken fluency in a foreign language is desirable. Fluency in a foreign language may be compensated upon verification of the skill.

63-09-98 HISTORY OF THIS S.O.P.

1. This Standard Operating Procedure was originally issued 8/1/2001.
2. This SOP was revised on 09/29/04.
3. This SOP was updated on 01/16/06.
4. This SOP was updated and revised on 12/19/06.
5. This SOP was updated and reviewed on 08/30/07.
6. This SOP was updated and reviewed on 05/01/2008.
7. This SOP was updated on 07/30/08.
8. This SOP was reviewed, revised and updated on 05/29/09.
9. This SOP was reviewed, revised and updated on 02/22/10.
10. AS OF 01/01/2013 REVISIONS ARE MAINTAINED IN POWERDMS.
11. This SOP was reviewed on 04/26/2016.
12. This SOP was updated 7/25/2017.
13. This SOP was reviewed on 10/08/2018.
14. This SOP was renumbered from 63-13 to 63-09 1/03/2021.

63-09-99 REFERENCES

- A. Georgia Standards
- B. Statutory Law -

C. Case Law -