



RECORDS SPECIALIST

Regular, Full-time

Salary Grade: G-13

FLSA Status: Overtime Eligible

Union Status:

Non-represented

EEO Category:

Administrative Support

Nature of Work

Records Specialists provide the main clerical support for the Police Department. Provides the processing and initial distribution of departmental reports, maintains an up-to-date records system, and maintains office supply inventories. Interacts with the public and provides information and dissemination of records, within guidelines. In order to provide clerical and administrative support for 24-hour Police Department operations, must be able to work variable 8 to 12-hour shifts, including nights, weekends, and holidays, and must be willing to work day, swing, and graveyard shifts on a rotating basis.

Essential Functions

- Performs routine and moderately complex clerical and administrative support work in answering phones, receiving the public, providing customer assistance, data processing and other essential law enforcement clerical duties such as filing, scanning, record keeping and information quality control.
- May act as back-up for the Records Supervisor in their absence.
- Receives and distributes case reports, follow-up investigation reports and other reports as required.
- Prepares follow-up reports and other reports as required.
- Prepares law enforcement records for disclosure, particularly when request is complex in nature, requiring an in-depth knowledge of state and federal regulations, and independent judgment about whether information may be released.
- Ensures records and information systems are maintained in accordance with rules, regulations, space, and other considerations; monitors and makes adjustments as necessary.
- Audits completed work and work in progress to ensure that data is entered in accordance with system standards and that proper edit and audit procedures are followed.
- Assures compliance with laws relating to criminal history.
- Makes the proper distribution of incoming and outgoing mail.
- Processes concealed weapons permit applications and properly processes payment for applications.
- Greets and assists the public, in person and on the telephone, in a professional and timely manner, presenting a positive image of the City and the department.
- Makes records entries in multiple computer databases including but not limited to warrants and civil orders. Ensures these entries are maintained in accordance with department, state and federal guidelines.
- Transcribes recorded records to written form.

- Accepts payments for alarm registrations, pet licenses, public disclosure fees, restitution, and any other monetary transactions. Processes nightly deposit and reconciliation of daily receipts.
- Provides information to officers in the field via police radio.
- Performs other duties as assigned, including but not limited to being assigned to cover absences or relief, equalize peak work periods, or balance the workload.

Necessary Knowledge, Skills, and Abilities

Knowledge of:

- Law enforcement services and responsibilities.
- Policies, procedures, rules and regulations of the department dealing with all matters that come within the area of responsibility.
- Emergency response procedures.
- Principles of administration and modern record keeping techniques.
- Basic accounting principles.

Ability to:

- Establish and maintain cooperative working relationships with other City officials, state and federal authorities, civic leaders and the general public.
- Understand and execute moderately complex oral or written directions, and to prepare clear and comprehensive reports.
- Maintain confidentiality of information and to restrict the use of such information to work duties.
- Proficiently operate computers, including the use of Word, Excel, PowerPoint, Publisher, and Outlook.
- Type a minimum of 45 words per minute with accuracy.
- Perform basic math (add, subtract, multiply, divide).
- Process cash receipts in a timely manner.

Education and Experience Requirements

- Must be a high school graduate or have a GED equivalent at time of application; and
- Two years of continuous administrative or clerical work experience.

Special Requirements

- Must achieve Level II ACCESS certification within six months of appointment and maintain as a condition for continued employment.
- Must be able to work variable 8 to 12-hour shifts, including nights, weekends, and holidays; must be willing to work day, swing, and graveyard shifts on a rotating basis.
- Successful completion of a pre-employment background and criminal history check including polygraph and drug screening.
- Because of the known effects of tobacco use, the City of Des Moines does not hire applicants who use tobacco products.

Working Conditions and Physical Abilities

- Works indoors in a clean, climate-controlled workspace. The employee is required to sit, talk, and hear; frequently required to work and use hands to finger, feel, or handle writing utensils, computer, and office supplies which require repetitive arm, wrist, and hand movement; occasionally required to stand and reach with arms and hands; occasional stooping, bending, and twisting; occasionally require to lift or move up to 25 pounds. Specific vision abilities include close distant, color, peripheral vision, depth perception, and the ability to adjust focus.
- Because of the nature of work, the employee may be required to deal with difficult and sometimes hostile individuals requiring the use of conflict management skills. Frequently required to perform work in confidence and under pressure for deadlines; must maintain professional composure, tact, patience, and courtesy at all times.

Equal Opportunity Employer

- The City of Des Moines is committed to hiring a diverse workforce and all qualified applicants, including all ethnic backgrounds and persons with disabilities, are encouraged to apply. The City is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, sexual orientation, veteran status, disability status, or any other basis prohibited by federal, state, or local law.
- In accordance with the Americans with Disabilities Act, an employer is obligated to make a reasonable accommodation only to the known limitations of an otherwise qualified individual with a disability. In general, it is the responsibility of the applicant or employee with a disability to inform the employer that an accommodation is needed to participate in the application process, to perform essential job functions or to receive equal benefits and privileges of employment.

General Information

- The statements contained herein reflect general details as necessary to describe the principal functions for this job classification, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.
- The physical abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The provisions of this job description do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.
- Updated 2018.