

POLICE RECORDS TECHNICIAN/MATRON**DEFINITION:**

Under general supervision, the Police Records Technician/ Matron performs varied and increasingly responsible law enforcement communication and clerical duties including data entry, typing, records, computer maintenance work and using various radio and telecommunications systems, greet and assist the public; search female prisoners and assist in processing and transportation; and does related work as required.

ESSENTIAL JOB FUNCTIONS:

The listed tasks are essential for this position and may include, but are not limited to, the following: Receive reports, complaints, and requests for service from the public both in person and by telephone and work process, refer or dispatch to appropriate division or supervisor; retrieve, process and disseminate reports and information in accordance with all applicable laws, policies, and regulations; process police reports and, warrants, enter data into the computer and disseminate information to appropriate parties in accordance with the law; receive requests for information from authorized personnel regarding vehicle registration, driving records, warrant information and criminal history information, and provide pertinent data as allowed by law by accessing various databases; monitor public safety radio frequencies, video security equipment, and telecommunications systems on a daily basis; contact appropriate agencies such as utility companies, school districts or other law enforcement agencies in case of emergency to relate information as directed; contact after-hours public works emergency service when needed to relay information from the public; operate a computer and other specialized equipment (police and public works radios, video security equipment, telecommunications, etc) to enter and extract critical information; perform matron duties: search female prisoners and aid in the booking process, care, maintenance, and transport; assist officers and detectives when interviewing and recording statements from individuals by acting as a witness or providing support to victims of crime; visually monitor alarms and security cameras to ensure officer and prisoner safety; type correspondence responding to inquiries from the public and agencies, such as insurance companies, in accordance with the law; maintain files, and various logs; tabulate statistical data on a monthly basis pertaining to police records (Uniform Crime Reports) as mandated by the Department of Justice; accurately enter data and information into various computer systems, logs and files; conduct mandatory audits of CLETS entries to ensure information is accurate and current; process adult and juvenile sealings as required by specific laws; purge hard copy reports according to City's guidelines; may train new employees as needed; and perform other duties as required. Will be required to work shifts, weekends, and/or holidays.

QUALIFICATIONS:

Training and Experience: Requires a high school diploma or GED and two years of general clerical or related experience involving data entry, computer use and public contact. Experience working in a law enforcement agency is highly desirable. A valid California driver's license is required at the time of employment. Must successfully

complete a background investigation and polygraph examination.

Knowledge, Skills, and Abilities: Requires knowledge of office practices, procedures, computers and other commonly used office equipment; familiar with common word processing programs such as WORD; and the ability to operate a two-way radio, specialized computer systems, and specialized equipment, and to interpret complex rules and procedures involved in maintaining police records and files; remain organized and work well under extreme pressure; to quickly and accurately relay information and/or dispatch law enforcement personnel in both routine and emergency situations using sound judgment; search female prisoners for weapons and contraband; spell and use correct grammar; follow verbal and written directions; and work cooperatively with others including co-workers, City employees and members of the public; communicate with others and relay accurate information; carry out work duties in an accurate and thorough manner; handle multiple assignments efficiently and effectively; handle conflict and problem situations and diffuse them in a professional and calm manner; and assist in restraining female prisoners.

PHYSICAL DEMANDS AND WORK CONDITIONS:

While performing the duties of the job, the employee frequently sits, uses a phone, radio, and computer system with a VDT screen for extended periods of time. May lift and/or move objects up to 25 pounds and be required to use hands to operate and handle objects, controls, and equipment. Must have agility and balance to move quickly and safely in a confined environment. Specific vision abilities include close, distance, and color vision, depth perception, and the ability to focus.