
1205.00 RECORDS CLERK

205.01 PRIMARY OBJECTIVES

Performs routine to semi-skilled clerical, receptionist and data entry support for the police department; performs related duties as required.

205.02 SUPERVISION RECEIVED

Works under the general and technical supervision of the Administrative Assistant.

205.03 SUPERVISION EXERCISED

None.

205.04 MAJOR AREAS OF ACCOUNTABILITY

- * 1. Enters offense, arrest, and other police data into the records management system; enters citations into **FBR PSDS** software; codes arrests according to the NBRS codes; reviews for accuracy and ensures the information is kept confidential.
- *2. Transcribes reports and statements; prepares and forwards incident reports to appropriate agencies **and Investigator**. **Coordinates and tracks the flow of information and documents to and from the investigator and prosecutors.**
- * 3. Responds to phone, fax and in-person inquiries and requests for information; directs calls, takes messages, provides information and assistance, or refers to another staff member as appropriate.
- * 4. Retrieve copies and provide police reports to the public in accordance with strict guidelines and **on what can be released and when**; calculates and collect appropriate fees and prepares receipts **in accordance with state statue 13.82.**
- *5. Performs general clerical support work including typing a variety of documents, letters, reports, and memos, maintaining records and files, scanning, copying, printing, faxing, handling incoming and outgoing mail, records as appropriate, and retrieving data or documents and disposal of. **Maintains and destroys records in accordance with the mandated retention schedule.**
- * 6. Prepares case files for prosecution and reviews **to see that** all required supporting documents **to have them been** and submits them **contacts officers for missing information and makes sure it gets** to the proper agencies in a timely manner.
- *7. Performs queries in CJIS and Anoka County records name database and provides the information to the requestor as needed.
- 8. Performs records checks after obtaining appropriate releases; refers any questionable requests to the Administrative Assistant.

9. Issues snowmobile, golf cart permits and dog licenses; verifies identification and insurance and signs off on impounded vehicles authorizing release.

10. Performs assigned duties of **their** supervisor in their absence.
11. ~~Performs limited duties for public works when admin is out of office which includes answering phone calls and helping with front desk walk-ins.~~
Processes permit to purchases and runs criminal histories and back ground checks. Must have advanced knowledge of state statutes and federal laws as it relates to firearms.
12. Helps with community events and performs other duties as needed or assigned.

205.05 KNOWLEDGE, SKILLS, AND ABILITIES

- * ► Working knowledge of police department policies and procedures as it pertains to administrative support work.
- * ► Working knowledge of data practices laws and related department procedures.
- * ► Working knowledge of database and word-processing software and the Minnesota Offense Table, Microsoft word, Excel, Laserfiche, Outlook and Adobe Acrobat.
- * ► Considerable ability to maintain confidentiality and to read, understand and follow policies and procedures on appropriate release of information and use of law enforcement databases.
- * ► Considerable ability to operate standard office equipment.
- * ► Considerable ability to promote and provide excellent customer service and to communicate effectively with City staff and the public.
- * ► Working ability to obtain and maintain CJIS Hot Files certification.
 - Working ability to respond to questions and requests for information.
- * ► Working ability to perform work that requires bending, crouching, and pushing/pulling to retrieve documents, lifting, and carrying of files and sitting to perform data entry for long periods of time.

205.06 MINIMUM QUALIFICATIONS

- One year of responsible office support work including receptionist, data entry, word processing and operation of standard office equipment.
- Must obtain CJIS Hot Files certification within one year of employment and maintain it thereafter.

* Note: Asterisked items are essential to the job

1206.00 ADMINISTRATIVE ASSISTANT

206.01 PRIMARY OBJECTIVES

Performs skilled administrative support and technical supervision of office staff for the Police Department ensuring accurate and confidential management of police records, correspondence, and other office services as required; performs related duties as required.

206.02 SUPERVISION RECEIVED

Works under the general supervision of the police chief; receives technical work direction from the Police Chief and Sergeants.

206.03 SUPERVISION EXERCISED

Provide technical supervision to the Police Records Clerk.

206.04 MAJOR AREAS OF ACCOUNTABILITY

- * 1. Ensures records function is operating according effectively and legally; oversees and enters offense, arrest, and other police data into the records management system; codes arrests according to the Minnesota Offense Table; reviews entries for accuracy and ensures the information is kept confidential.
- * 2. Performs responsible and confidential secretarial duties for the Police Chief including reviewing incoming documents scans to determine relative importance or urgency and distributing to appropriate staff members, making appointments, arranging meetings, and gathering information needed for such meetings, organizing, and maintaining the chief's files and drafting responses to letters of inquiry of a routine nature for the signature of the Police Chief.
- * 3. Transcribes reports and statements; forwards in-custody complaints to investigator for review and signature; coordinates and tracks the flow of information and documents to and from investigator.
- * 4. Responds to phone, fax and in-person inquiries and requests for information. directs calls, takes messages, provides information and assistance, or refers to another staff member as appropriate.
- * 5. Oversees and/or retrieves copies and provides police reports to the public in accordance with strict guidelines on release; redacts data as appropriate and calculates and collects appropriate fee and prepares receipts.
- * 6. Performs skilled administrative support work including typing a variety of documents, letters, reports, and memos, maintaining records and files, scanning, copying, printing, faxing, record retention, and retrieving data or documents as needed.
- * 7. Process court ordered expungements.

* Performs queries in CJIS, and Anoka County records name database and provides the information to the requestor as needed.

- * 8. Supervises the Police Records Clerk, assists in hiring, assigns, and reviews work, advises, and handles the more complex questions or requests, coaches and trains and conducts performance reviews, subject to approval by the Chief.
- * 9. Runs or prepares a variety of correspondence, forms and statistical reports for the department and other agencies as needed; provides information to officers from Department and MINCIS/NCIC files as requested. **Runs criminal histories as requested for criminal investigative purposes.**
10. May assist with the police officer hiring process including scheduling exams, interviewing, and preparing correspondence and running the criminal history check.
- *11. Performs a monthly BCA error report to check for record errors, correct the information and resubmits to BCA until error-free. Enter agency submissions for Supplemental Reporting System for BCA.
- *12. Coordinates information with other law enforcement agencies, committees, or other city departments on a variety of issues and attends monthly records meetings.
13. Runs criminal history checks for potential new hires within the city and for liquor license applicants and provides results to the Chief.
14. Purchases office supplies and a variety of other supplies needed by the department.
- *16. Processes timecards, invoices, **and** fingerprint card dispositions.
17. Helps assist with Community Events and oversee the organizing and scheduling of police department related community events.
18. Keeps track of Security Awareness and MYBCA Testing for all employees.
19. Downloads and processes squad and body cam videos for attorneys.
20. Assists with annual and quarterly reports for the Chief.
- 21. Performs monthly state mandated validations on hot files, such as stolen vehicles, guns, and missing person.**
- 22. Processes and submits citations in accordance with state regulations.**
23. Performs other duties as needed or assigned.

206.05 KNOWLEDGE, SKILLS, AND ABILITIES

- * ► Considerable knowledge of police department policies, procedures, and processes as it pertains to administrative support and records management.
- * ► Considerable knowledge of standard office procedures, tools, equipment, and practices.
- * ► Considerable knowledge of the English language, law enforcement terminology, grammar, spelling, and vocabulary.
- * ► Considerable knowledge of data practices laws related to police records collection, maintenance, and dissemination of information.
- * ► Considerable knowledge of database and word-processing software, Microsoft word, excel, Laserfiche, outlook and adobe acrobat and the Minnesota Offense Table.
 - Working knowledge of department policies and procedures relating to handgun permits and licensing.
- * ► Considerable ability to maintain confidentiality and to read, understand and follow policies and procedures on appropriate release of information and use of law enforcement databases.
- * ► Considerable ability to operate various office equipment and to enter and retrieve data with speed and accuracy and ability and to detect and correct errors in both written documents and data entry.
- * ► Considerable ability to properly organize and route routine and/or complex case files to proper destinations without supervisory review.
- * ► Considerable ability to promote and provide excellent customer service, to communicate effectively and tactfully and to maintain effective working relationships with City staff, contacts from outside agencies and the public.
- * ► Considerable ability to organize and prioritize work, to work independently with little supervision and to manage multiple tasks in a timely manner.
- * ► Considerable ability to obtain and maintain CJIS Hot Files certification.
- * ► Considerable ability to respond to questions and requests for information.
- * ► Considerable ability to prepare correspondence and to prepare or generate reports.
- * ► Considerable ability to see, read and understand written information and to converse with people.
- * ► Working ability to perform work that requires bending, crouching, and pushing/pulling to retrieve documents, lifting and carrying of files and sitting to perform data entry for long periods of time.

206.06 MINIMUM QUALIFICATIONS

- Three years of increasingly responsible office support work including records management, data entry, word processing and customer service.
- Must obtain CJIS Hot Files certification within one year of employment and maintain it thereafter.

* Note: Asterisked items are essential to the job.

**City of
ST. FRANCIS**

POSITION PROFILE

Effective Date: June 2022

Position Title: Public Works Office Assistant

Status: Non-Exempt

Department: Public Works

Approved: _____

Accountable to: Public works Director

Primary Objectives

Performs semi-skilled to skilled clerical, receptionist and data entry support for the Streets and Parks, Sewer and Water, ~~and Recycling, and Police~~

Supervision Received

Works under the general and technical supervision of the Public Works Director

Supervision Exercised

None.

MAJOR AREAS OF ACCOUNTABILITY

- * 1. Acts as primary receptionist for Public Works; responds to phone, e-mail and in person inquiries; direct calls, take messages, provides information and assistance or refers to another staff member as appropriate.
- * ~~2.~~ ~~Supports Police Department staff including answering phones, in-person inquires, takes messages and clerical and counter support including filing, copying, mail and record requests~~
- * ~~2.3.~~ Assists city staff in updating websites, Facebook, and other social media sights; take minutes at various meetings when needed; assist with events such as spring clean-up, Pioneer Days and other events as needed.
- * ~~34.~~ Under the Public Works Director's direction, assist with clerical and administrative duties; assists in researching, compiling, arranging, analyzing and interpreting data, developing reports on special projects and technical issues as assigned.
- * ~~45.~~ Performs general clerical support work including: typing or transcribing a variety of documents, letters, reports and memos, statements, maintaining records and files in accordance to the Record Retention Schedule for MN Cities, scanning, copying, printing, faxing, handling incoming and outgoing mail and retrieving data or documents and disposal of.
- * ~~56.~~ Establish and maintain a professional and positive image with the public by responding to requests for services and complaints in a professional, pleasant and tactful manner.

- *~~67~~. Maintain records of inspections to ensure proper safety in the City Water and Wastewater Systems, Streets, Parks, Recycling and Maintenance work areas. Primary staff person for scheduling of all water and sewer inspections.
- *~~78~~. Processes forms, records and files; assist in compilation of statistical data for reports, surveys, and city newsletters; prepares, assembles and distributes memoranda, letters, information, and other communications.
- *~~9~~. ~~Issues snowmobile permits and dog licenses.~~
- *~~810~~. Provide information to OPUS or contractual services for water and sewer billing and receive information on late payments; process late notices and arrange for water shutoffs or reinstatement of service. Track and report all commercial water/sewer billings. Primary contact for OPUS and contractual services regarding work orders, high readings, water leaks, and investigations into customer complaints.
- *~~911~~. Position is required to use more advanced computerized programs, such as asset management and mapping software.
- *~~1012~~. Track, enforce and ~~and~~ report code enforcement violation and Stormwater as needed including, sending out violation notices and citations.
- *~~1113~~. Designated Safety Program manager and this position is responsible to schedule and attend meetings, record minutes and retain in Laserfiche, manage associated documents and manuals, and ensure employee training.
- *~~1214~~. Assist the Recycling Coordinator in overall program management which may include but is not limited to creating materials, coordinate printing of materials, and ensure mailings of such materials.
- *~~13.15~~ Administer permits related to utilities, right of way or other public works related functions.
- *~~14.16~~ Process facility use permit applications- and track as necessary the reservations for city facilities including the ice rink, parks and related facilities
- *~~1517~~. Work with Finance Department on issues related to utility billing
- *~~16.18~~ Performs other duties as needed or assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- * ➤ Ability to learn and develop a working knowledge of Public Works policies and procedures as it pertains to administrative support work.
- * ➤ Considerable ability to detect and correct errors in both written documents and data entry and to maintain accurate records and files.
- * ➤ Considerable ability to maintain confidentiality and to read, understand and follow policies and procedures on appropriate release of information.

- * ➤ Understand how standard office equipment works, including document imaging and have the ability to learn/utilize GIS software.
- * ➤ Considerable ability to promote and provide excellent customer service and to communicate effectively with City staff and the public.
- * ➤ Ability to manage time while performing duties for several departments.
- * ➤ Ability to perform work that may require bending, crouching, and pushing/pulling to retrieve documents, lifting and carrying of files and sitting to perform data entry for long periods of time.

MINIMUM QUALIFICATIONS

- Experience working in responsible office setting, including receptionist, data entry, word processing and operation of standard office equipment.
- Must obtain and maintain a notary certification.
- Must successfully complete Safety Awareness Training within 6 months of employment and maintain thereafter.

* Note: Asterisked items are essential to the job.