



## TOWN OF LOS GATOS

# POLICE RECORDS SPECIALIST SENIOR POLICE RECORDS SPECIALIST POLICE RECORDS SPECIALIST LEAD

Class Code: 4550, 4555, 4545  
Department: Police Department  
Supervisor: Police Records Specialist Lead,  
Investigations Sergeant, or Support Services  
Bureau Captain

Bargaining Unit: TEA  
FLSA Status: Non-Exempt

---

*Class specifications are intended to present a descriptive list of the range of typical duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job, and all duties described are not necessarily performed by all employees in the class.*

### **FLEXIBLY STAFFED SERIES**

This is a flexibly staffed series, meaning that incumbents may be promoted by successfully demonstrating the ability to perform competently at the required level and by meeting the qualifications for the next higher class. Promotion to a higher level is not automatic or guaranteed. For more information, refer to the Town's Administrative Policy on Flexibly Staffed Classifications.

### **CLASS SUMMARY**

Under general or lead supervision, the Police Records Specialist, Senior Police Records Specialist and Police Records Specialist Lead are responsible for performing a variety of customer service responsibilities and sensitive administrative work in maintaining and processing Police Department records, criminal information, court-related documents, as well as processing subpoenas, criminal complaints, citations, warrants, and other related materials. The Police Records Specialist and Police Records Lead classifications may staff the public counter at the Town's Police Headquarters to provide various types of services to walk-in customers. The Senior Police Records Specialist classification is assigned to support the Investigations Division at the Police Operations Building. The classifications interact with Town personnel, other law enforcement agencies, and the public, and must operate with complete confidentiality, diplomacy, and tact.

### **DISTINGUISHING CLASS CHARACTERISTICS**

**Police Records Specialist** – This is a journey level classification. Principle duties include processing Police Department records and reports, access and use of sensitive and controlled databases, and responding to a wide variety of customer service requests for information. A significant degree of technical skill in processing confidential information is required. The ability to positively interact with community

members and professionals from other government agencies is required of incumbents to develop, maintain, and successfully perform this customer service position. Supervision is available in non-routine circumstances or during an initial training period.

**Senior Police Records Specialist** – This is a specialized journey level classification for the job series and is primarily responsible for supporting the Investigations Division with advanced Records Specialist functions and other duties. In addition to records related tasks and responsibilities, this position performs investigative and criminal records functions such as investigative database administrator roles and responsibilities, court and District Attorney liaison duties, DOJ file management and administrator for mandatory registrant compliance, and other Investigations Division support responsibilities. This position may also assume supervisory roles and training responsibilities related to the Records Division and Records staff in the absence of the Police Records Specialist Lead.

**Police Records Specialist Lead** – This is the supervisory level class and is distinguished from the Police Records Specialist classification in that it performs more complex and/or specialized police support work duties and serves as the working leader of the Records Division and its employees in assigning and reviewing administrative work. Incumbents may serve in a supervisory role, including overseeing the schedules, performance reviews, and time off requests for the Police Records Specialist, as well as being the training coordinator for formal training and performance programs within the Records Division. This class is characterized by considerable applied knowledge of manual and automated local, regional, state, and federal criminal record systems and subsystems unique to law enforcement and the criminal justice system, as well as the use of interpersonal skills in dealing with irate persons and emergency situations. An incumbent is normally expected to solve most work problems independently and to refer to supervisory personnel only those matters which involve policy decisions, technical questions, and unusual public relations problems.

#### **SUPERVISION RECEIVED AND EXPECTED**

The Police Records Specialist Lead provides direct supervision over lower levels within the series and will receive general supervision from the Support Services Bureau Captain. The Senior Police Records Specialist is under the primary supervision of the Investigations Sergeant when assigned to the Investigations Division and corresponding duties. New incumbents will work under close supervision while being trained and will work more independently as knowledge and skills are acquired.

#### **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

Essential and other important responsibilities and duties may include, but are not limited to, the following:

- Performs clerical work including typing, proofreading, filing, coding, checking, and recording information of records.

- Answers telephone calls promptly and courteously, relay messages, receives, and refers complaints, provides a variety of information regarding department policies and procedures.
- Checks and tabulates statistical data and other activity summaries as assigned.
- Greets and assists public at the counter, providing and receiving information and directing to proper location for additional service.
- Provides copies of incident reports, refers to Town Departments, interprets Penal, Vehicle, and Municipal Codes, and general information (ex., directions to court, Town locations, dates, and times of Town functions).
- Initiates Police Computer Aided Dispatch (CAD) incidents for minor incidents received in person at the front counter (e.g., lost property, found property, citation sign-off and/or facilitation of self-documented counter reports such as non-injury traffic collisions).
- Processes police reports by extracting information and updating computer data, provides copies for other divisions, courts and other criminal justice agencies and files for future retrieval.
- Responds to inquiries from the public regarding information related to Police services and procedures and provides factual information regarding departmental activities to the public.
- Enters, updates, and maintains data for various types of records into computer databases, including, but not limited to City, County, State [California Law Enforcement Telecommunications System (CLETS)], and Federal [National Crime Information Center (NCIC)]criminal history databases, while ensuring accuracy and confidentiality of all information.
- Classifies crime reports using National Incident-Based Reporting System (NIBRS) and California Incident-Based Reporting System (CIBRS) standards which includes details on each single crime incident—as well as on separate offenses within the same incident—including information on victims, known offenders, relationships between victims and offenders, arrestees, and property involved in crimes.
- Classifies citations, accident, and other reports according to violation type and other pertinent information.
- Enters data into computer system to build a database which will provide information for statistical reports, criminal activity, crime analysis, tracking offenders, management of records, workload distribution, tracking officer activity and special searches as required.

- Prepares and processes criminal complaints, correspondence, warrants, citations, subpoenas, forms, and specialized documents related to the functions of the department from drafts, notes, or brief instructions.
- Proofreads and checks typed materials for accuracy, completeness, compliance with departmental policies and correct English usage.
- Enters and retrieves data from an on-line computerized system, including accessing centralized law enforcement databases.
- Maintains master Police Department report records and files.
- Operates a variety of office equipment, including a computer with emphasis on using law enforcement specific databases.
- Maintains access to and the security of highly sensitive materials.
- Inputs data and information and makes accurate entries into automated record files in accordance with applicable laws, statutes, and Department of Justice requirements. Generates computer reports as required.
- Updates files according to supplemental information received.
- Provides courteous and professional assistance to other employees and the public.
- Works harmoniously with other employees.
- May be assigned as a Disaster Service Worker, as required.
- Performs other related duties as assigned.

**Specific to Senior Police Records Specialist:**

- Assigned Senior Police Records Specialist duties in the Investigations Division under the direct supervision of the Investigations Sergeant.
- Performs District Attorney's Office and Court Liaison duties, processes court subpoenas (for officers and civilians), conducts case reviews and processing.
- Conducts entries and tracking of case status through the Investigations Case Management System.
- Facilitates and manages DOJ compliance of mandatory registrant systems (California Sex & Arson Registrants), registrant files, and registrant intake processes.

- Administrative user and access to Records Management System, Coplink, CA Law Enforcement Telecommunications System (CLETS), Santa Clara County Court Justice Portal, Criminal Justice Information System (CJIC), and other specialized investigative databases.
- Performs limited support duties in the evidence and property control function as needed, including intake, processing, and release of property or evidence as directed by the Investigations Sergeant.
- Assists in supervisory responsibilities in the Records Division in the absence of the Police Records Specialist Lead.
- Proficiency with all Records Management Systems and exhibits an ability and willingness to obtain administrator responsibilities and provide training to other Department staff as needed.
- Displays techniques for providing a high level of customer service, ability to work independently and be adaptable to various tasks depending on status of investigations.

**Specific to Police Records Specialist Lead:**

- Provides direct supervision of Police Records Specialists, including preparing staff schedules, performance evaluations, assigning tasks, interpretation of Department policies and procedures, and monitoring workload.
- Develops Records Specialist training programs and as a trainer, instructs, counsels, and provides evaluation of newly hired Police Records Specialists. In addition, presents ongoing in-service training to the Records Staff; and assists the Support Services Bureau Captain in preparing performance evaluations of Records Staff.
- Directs workflow and assignments within the Records Division.
- Reviews requests for the release of Police reports and other Public Records Act (PRA) releasable information related to police records, database information, evidence, and other requested PRA materials as assigned.
- Management and oversight of confidential records sealing and records purging, specific to juvenile and adult records in compliance with court orders and state mandates.
- Monitors the quality of computer data entry of Police reports.
- Operates as a Records Management System (RIMS) administrator and may with the ability to input new staff, adjust access controls, and provide training to department staff.

- Oversees routine Records Division workload and/or personnel issues and confers with management regarding more complex personnel issues.

## QUALIFICATIONS

### *Knowledge of:*

- Customer service principles.
- Assembling, coding, recording, and summarizing a variety of data as it relates to the police function.
- Records Management Systems.
- English usage, grammar, spelling, and punctuation.
- Basic math skills and statistical analysis.
- Recordkeeping and filing procedures both manual and online practices.
- Use of a personal computer with an emphasis on generating spreadsheets and data entry.
- Modern office standards and procedures.
- Communication and dissemination techniques and methods.
- Relevant equipment, policies, procedures, and strategies to promote effective public safety operations for the protection of people, property, and data.
- Structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Principles and processes for providing customer service, including needs assessment, meeting service standards, and evaluating customer satisfaction.
- Administrative and clerical procedures and systems, such as word processing, managing files and records, transcription, use of forms and other office procedures and terminology.
- Basic use of a personal computer.

### **Specific to Senior Police Records Specialist:**

- Investigations Division workflow and support duties for criminal investigations.

**Specific to Police Records Specialist Lead:**

- Basic law enforcement organization, activities, terminology and rules and procedures.
- Experience in the principles of supervisory and training methods.

*Ability to:*

- Understand and apply laws, legal codes, court procedures, precedents, government regulations, executive orders, and agency rules. Knowledgeable of the use and rules and regulations of the Town of Los Gatos Computer Aided Dispatch (CAD) systems, and Santa Clara County Criminal Justice Information System (CJIC), Police Information Network (PIN), California Law Enforcement Telecommunications System (CLETS) I and National Crime Information Center (NCIC) computer systems; with the ability to train subordinates and co-workers in their use.
- Effectively balance roles in customer service and compliance.
- Perform administrative, clerical, and recordkeeping duties related to law enforcement activities.
- Apply policies, regulations, and procedures to the maintenance, processing, and release of confidential records and information.
- Interact with the public, law enforcement personnel, and other professionals courteously, patiently, and with a positive attitude.
- Respond to requests and inquiries from the public in a timely manner.
- Perform record searches quickly and accurately.
- Efficiently perform regular duties with frequent interruption from the public either via phone or in person.
- Research and collect information for Departmental reports.
- Understand and follow oral and written directions.
- Work well both independently and in a team environment.
- Use good judgement and clear thinking during stressful situations.
- Provide information to Town personnel, law enforcement agencies, and the public in accordance with legal requirements and Town policy.

- Use a keyboard and other peripheral computer equipment with a high level of speed and accuracy while typing correspondence and other documents on a computer in a variety of formats, from clear copy or rough drafts at a speed necessary for successful job performance.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Communicate effectively in person, over the telephone, in writing, and make sound decisions in a manner consistent with the essential job functions.
- Consistently demonstrate professionalism, ethical integrity, and exceptional customer service.
- Celebrate the achievements and success of the organization.

**Specific to Senior Police Records Specialist:**

- Provide investigative support for Detectives during major investigations or as assigned by the Investigations Sergeant.
- Multi-task with good organizational skills, making sound independent decisions.
- Train new Detective personnel and Police Records Specialists as required.

**Specific to Police Records Specialist Lead:**

- Provide supervision and direction to other staff effectively.
- Complete technical and clerical work requiring speed and accuracy involving the use of considerable independent judgement.
- Train employees in the practices, procedures, and policies of the Police Department.
- Learn and perform tasks related to the department or unit's regulations, policies, rules, functions, procedures, or processes; assume responsibility for a major clerical function including the resolution of problems.
- Learn and interpret legal and reporting codes and statutes applicable to management of law enforcement records.
- Monitor and implement updated local and legislative policies and legal requirements as they may apply to law enforcement records, data analytics, and reporting standards.



**Education and Experience:**

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

**All Classifications:** Completion of the twelfth grade, Graduate Education Development (GED) test or equivalent and two years of general office support experience with public contact.

Desired education and experience include, an Associates' degree or higher education in Criminal Justice or a related field of study, two-year records maintenance experience preferably in law function, experience working with criminal databases such as CLETS and CJIC, and completion of a Peace Officer Standards Training (POST) Public Records Act course.

**Senior Police Records Specialist:** Requires a minimum of two years of experience at the level of Police Records Specialist or equivalent. Experience in court liaison functions and civilian investigative support roles and responsibilities are highly desirable. Town of Los Gatos current employees will have successfully completed the probationary period for Police Records Specialist.

**Police Records Specialist Lead:** Requires a minimum of at least three years of experience at the level of Police Records Specialist or equivalent. Experience in the capacity of a Police Records supervisor, lead, or trainer with enhanced administrative roles and responsibilities is highly desirable. Town of Los Gatos current employees will have successfully completed the probationary period for Police Records Specialist.

**Selection Process Includes:**

Completion of the POST Personal History Statement  
Oral Panel Interview(s)  
Comprehensive Police Background Check  
Criminal Records Check  
Department of Justice Fingerprinting  
Polygraph Test  
Psychological Test  
Medical Exam, Including a Drug Screen

**License and Certification:**

A California Driver's License and a satisfactory driving record are conditions of initial and continued employment.

**Senior Police Records Specialist** – Completion of the POST Basic Records 40-hour training course prior to appointment. Completion of the CA Department of Justice Sex and Arson Registry database training prior to or within one-year of appointment.

**Police Records Specialist Lead** - Completion of the POST Civilian Supervisor 80-hour training course prior to or within one year of appointment. Completion of a CA Public Records Act training course within one-year of appointment.

**PHYSICAL DEMANDS**

This is primarily a sedentary office classification although standing and walking between work areas is required. Individual(s) in this class must possess mobility to work in a standard office setting using standard office equipment; possess color visual acuity to read printed materials and multiple computer screens; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. The position in this classification occasionally bends, stoops, kneels, reaches, and sits for prolonged periods of time working at a computer or attending meetings; and pushes and pulls drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

<b>Climbing</b>	Rarely	<b>Balancing</b>	Occasionally	<b>Stooping</b>	Occasionally
<b>Kneeling</b>	Occasionally	<b>Lifting</b>	20 lbs.	<b>Standing</b>	Occasionally
<b>Crawling</b>	Rarely	<b>Reaching</b>	Occasionally	<b>Walking</b>	Occasionally
<b>Talking</b>	Frequently	<b>Grasping</b>	Frequently	<b>Pushing</b>	20 lbs.
<b>Hearing</b>	Frequently	<b>Feeling</b>	Occasionally	<b>Carry</b>	20 lbs.
<b>Crouching</b>	Occasionally	<b>Running</b>	Rarely	<b>Sitting</b>	Frequently
<b>Pulling</b>	20 lbs.	<b>Seeing</b>	Frequently		

**ENVIRONMENTAL ELEMENTS**

Employee primarily works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances and is in direct contact with other Town personnel and with the public.

**WORKING CONDITIONS**

Works in direct contact with Town personnel and the public, with a high volume of work and firm deadlines.

*In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Human Resources Department.*

*The Town of Los Gatos is an Equal Opportunity Employer.*