



Job Description

Position Title:	Records Clerk
Department:	Police
Reports to:	Records Supervisor
FLSA Status:	Non-Exempt
Status:	Regular Full-Time
Grade:	III
Hours of Work:	First or Second Shift, Monday through Friday; may be required to work additional hours to ensure adequate staffing

Statement of Duties

Position is responsible for prompt and accurate data entry and management of records in the police department. This position provides first point of contact whether on the phone or with walk-in visitors. This position must exercise discretion and independent judgment in responding to inquiries from the public and provides clerical support to police staff.

Supervision and Responsibilities

Employee works under the general supervision of the Records Supervisor. Employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult, or unusual assignments, including suggested work methods. Unusual situations are referred to the supervisor for further instruction. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress and to ensure that completed work and methods used are technically accurate and that instructions are being followed.

Employee does not exercise any supervisory responsibilities. Employee may have access to some confidential correspondence. Errors can result in adverse public relations, delay or loss of

service, monetary loss, and/or legal repercussion.

Job Environment

Numerous standardized practices, procedures, or general instructions govern the work and, in some cases, may require additional interpretation. Employee uses judgment to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline to use in a given situation. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation and is subject to constant interruptions.

Position has constant interaction with the public, in person, in writing, and on the phone, as primary contact for the Police Department. The purpose for contact is to respond to inquiries, requests, or complaints; and provide direction and assistance as needed. Other contacts are with other Village departments, other municipalities, local groups, and organizations for the purpose of giving or receiving information and assistance.

Position Functions

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to, or extension of, the position.

1. Enters, transcribes, approves and merges reports within Records Management System.
2. Maintains and properly secures all records within the Records Division, whether electronic or paper.
3. Assists public with general information. Answers all incoming calls, greets visitors, and provides assistance as appropriate.
4. Communicates with Police Officers in the field, sometimes in stressful or urgent situations.
5. Receives payments for fines and fees. Processes payments into the Village's financial software system.
6. Performs clerical duties such as creating documents utilizing the Microsoft and Adobe suite of products.
7. Assists other Village departments as needed.

8. Assists at the Village's Administrative Adjudication Hearings.
9. Works on special projects as assigned.
10. Communicates with the County Wide Dispatch Center.
11. Receives and responds to FOIA requests for records, including documenting the request and records provided.
12. Receives and responds to requests for digital media from outside entities such as the State's Attorney's Office.
13. Performs daily activities concerning digital media management, including uploading files to the cloud, downloading files to fulfill requests, and documenting such actions.

Physical and Mental Requirements

Employee works in a moderately loud office environment and is required to stand, walk, sit, talk, listen and use hands while performing duties. Employee occasionally lifts up to 10 lbs., and seldom lifts up to 50 lbs. Employee is occasionally required to deal with irate individuals. Normal vision is required for this position including close vision and ability to adjust focus. Employees occasionally deal with irate individuals and may work under stressful conditions. Equipment operated includes office machines, telephones and computers.

Occupational Risk

Duties generally do not present occupational risk. Minor injury could occur, however, through employee failure to properly follow common safety precautions or procedures.

Education and Experience

A candidate for this position should have a High School diploma or equivalent; one- to three-years of experience, preferably as a receptionist or in a position dealing with the public; or an equivalent combination of education and experience.

Required Certifications

None

Key Knowledge and Skills

Knowledge of:

- Modern office practices and procedures
- Department operations, policies, and procedures
- Local ordinances, state laws and municipal operations

Skill and ability in:

- Communication, customer service and interacting tactfully with the public and co-workers
- Use of computer software programs and office applications
- Prioritize and perform multiple work tasks in a detailed and efficient manner
- Organize and maintain accurate, detailed records