

City of Springfield

POLICE CALLTAKER/RECORDS CLERK

GENERAL DUTIES AND RESPONSIBILITIES

Under the supervision of the Police Records Supervisor, or other supervisory personnel, receives and processes the emergency and non-emergency calls for police services, maintains records, and performs clerical and receptionist duties. Performs related duties as required.

Essential Duties

1. Receives, screens, and evaluates incoming emergency and non-emergency calls for police assistance; makes decisions as to the type of emergency, and handles a variety of complaints and incidents; interprets situational information to determine whether it is a civil or criminal matter.
2. Completes initial screening by asking key questions, obtaining pertinent information, and clarifying information for the completion of accurate police reports; transfers emergency calls directly to a Dispatcher, if possible, or enters all data in the computer and then transfers the information to the Communications Center.
3. Answers a range of calls that include upset, angry, and/or abusive callers; provides assistance to callers who speak little or no English; operates a Text Telephone (sometimes referred to as a TDD or TTY) to process calls from the hearing impaired public.
4. Provides services to department visitors who approach the reception counter to request police assistance, discuss crimes, bail amounts, and other police-related matters, or obtain information.
5. Receives payments for dog licenses, bail and other charges, and returns correct change and receipt as necessary; records transaction and forwards daily receipts to the Finance Department.
6. Provides information, instructions, or referrals to the appropriate public resource or agency; may transfer information by phone or written communications.
7. Processes, maintains, and updates department records; enters and retrieves data using PCs and main-frame computer networks, including local, State and national law enforcement resources.
8. Types departmental correspondence and reports, and operates departmental office equipment to include telephones, computers, word processors, typewriters, FAX machines, photocopiers, and Text Telephones.
9. May participate in the training and orientation of new records clerks.
10. May assist in the searching and processing of prisoners of the same gender.

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### QUALIFICATION REQUIREMENTS

#### General Knowledge, Skills, and Abilities

Considerable knowledge of office practices and procedures; knowledge of correct telephone answering techniques and customer service principles; knowledge of social service agencies and the basic assistance that they provide; knowledge of correct punctuation, spelling, sentence structure, and vocabulary; knowledge of the capabilities and general use of computers; knowledge of basic arithmetic; knowledge of complex filing and retrieval techniques; ability to learn those police records unit procedures that are unique to City police operations; ability to learn methods that enable the correct and timely processing of emergency and non-emergency calls; ability to learn the geographic features of the City; ability to communicate with a clear, audible voice; ability to perform duties efficiently in an operation with varying degrees of stress; ability to perform multiple tasks, and shift attention quickly without loss of accuracy; ability to maintain confidentiality; ability to enter, retrieve, code, and update computer information; ability to use tact and courtesy in varying situations; ability to type sufficiently to perform the duties of the job; ability to prepare accurate, understandable reports; ability to receive and process payments without error; ability to interact harmoniously with co-workers, other agencies, and the public.

#### Experience and Training

Two years of experience in an office environment with frequent public contact, multi-task clerical functions, and occasional stress. Formal training/coursework in law enforcement may be substituted for up to one year of the required experience, or any combination of experience, education, or training that provides the required knowledge, skills or abilities.

#### Special Requirements

To ensure basic rights to privacy, and because some of the employees in this classification (job title) may be required occasionally to conduct searches of women prisoners, gender will be a bona fide occupational qualification (BFOQ) in the filling of certain vacancies in this classification. If a BFOQ is required by current staffing needs, it will be conspicuously noted in the recruitment process.

### CONDITION OF EMPLOYMENT

Police Department employees hired after June 1986 must refrain from the use of tobacco products while on duty.

Employees in this classification must be able to work in rotating shifts.