

CITY OF MILPITAS  
EFFECTIVE: June 1985  
REVISED: April 2016  
May 1999  
EEOC: Office &  
Clerical  
FLSA: Nonexempt  
UNIT: MPOA/Clerical  
PHYSICAL: 1

## POLICE CLERK I/II

### DEFINITION

To perform a wide variety of general and technical clerical duties within the records section of the Police Department including maintenance of records and files, processing of statistical data and reports, and providing information to the public, outside agencies and departmental staff.

### DISTINGUISHING CHARACTERISTICS

Police Clerk I - This is the entry level class in the Police Clerk series and is distinguished from the II level by the performance of less than the full range of duties as assigned to the journey level class within this series. This class is typically used as a training class in that positions may have only limited or no directly related work experience. Incumbents work under immediate supervision while learning job tasks.

Police Clerk II - This is the full journey level class within the Police Clerk series, and is distinguished from the I level by the performance of the full range of duties as assigned, with only occasional instruction or assistance as new or unusual situations arise. Positions at this level are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

### SUPERVISION RECEIVED AND EXERCISED

#### Police Clerk I

Receives general supervision from the Police Clerk Supervisor.

Exercises no supervision.

#### Police Clerk II

Receives general supervision from the Police Clerk Supervisor.

May exercise technical supervision over Police Clerk I and/or Records Interns

EXAMPLES OF DUTIES - Duties may include, but are not limited to the following:

Perform a wide variety of general and technical clerical duties within the records section of the Police Department including maintenance of records and files, processing of statistical data and reports, and providing information to the public, outside agencies and departmental staff.

Accurately sort, file, copy and distribute crime reports, traffic reports, citations, petitions, and other materials to appropriate personnel.

Process, type, record and/or file a wide variety of police records, reports, and materials including memos, letters, complaints, declarations, dispositions, returns on bookings, warrants, citations, crime, traffic, and registrant reports.

Accurately audit, enter and balance timesheets.

Operate teletype machine to enter, modify, and retrieve data such as stolen and recovered property, driver license and vehicle registration information, and warrants on wanted persons.

Assemble, code, record and summarize a variety of police record data including serious crime offenses, stolen vehicles, crime reports, booking sheets and file interrogation cards.

Perform data entry and data retrieval tasks using a computer terminal.

Accurately research and perform vehicle releases.

Assist department personnel and the public in person and by phone, performing record checks, issuing permits and collecting fees, and receiving reports and complaints from citizens.

Process warrants including setting court dates for defendants who post bail and handling "walk overs".

Process and assist desk officer with sex registrants and narcotic registrants.

Provide general information regarding department policies, procedures and regulations to the public and others as requested.

Compile data, summarize, and maintain a variety of statistical reports.

Answer non-emergency calls and direct to appropriate department.

Greet and assist counter walk-ins, as needed

Perform criminal and applicant Livescan fingerprinting system.

File appropriate paperwork with courts and District Attorney's Office.

Interact with District Attorneys and court personnel when necessary.

Perform related duties as assigned.

## QUALIFICATIONS

### *Police Clerk I*

#### Knowledge of:

English usage, spelling, grammar, and punctuation.

Office methods, procedures and equipment.

#### Skills/Ability to:

Learn and conform to Police Department procedures.

Learn police terminology.

Perform routine clerical work.

Operate general office machines and equipment.

Learn the operation of the department's computer systems.

Type at a speed of 50 net words per minute.

Understand and carry out oral and written directions.

Prepare and complete accurate reports.

Establish and maintain effective work relationships with the public and City staff.

Work various shifts as assigned.

Be flexible in changing working conditions.

Maintain confidential information.

## EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of responsible clerical experience, involving considerable public contact and typing.

Education:

Equivalent to the completion of the twelfth grade.

*Police Clerk II*

In addition to the requirements for the Police Clerk I:

Knowledge of:

Policies and procedures of the Police Department related to the processing and managing of police records.

Police terminology.

Skills/Ability to:

Operate the department's computer systems.

Perform record searches quickly and accurately.

Work independently.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

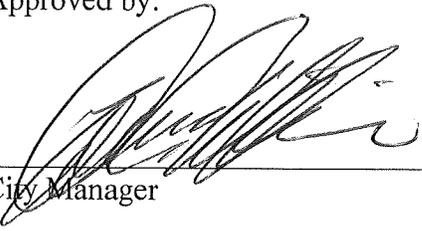
One year of experience comparable to that of a Police Clerk I in the City of Milpitas.

Education:

Equivalent to the completion of the twelfth grade.

Approved by:

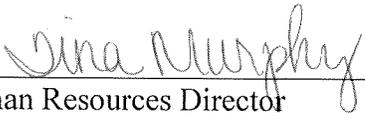
Approved by:



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City Manager

Approved by:



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Human Resources Director