ASHEVILLE, NORTH CAROLINA

Classification Specification

Records Clerk
Job Code: 6095
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to assist the public and to process and enter Police Department forms, reports, and documents into databases.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Performs customer service functions: greets customers and visitors; ascertains nature of visit; provides directions and assistance, requested documents and information regarding department services, forms, and procedures; and refers visitors to other staff members as appropriate.

Processes a variety of documentation associated with department operations within designated timeframes and per established procedures: receives, reviews, records, types, and/or prepares incident and accident reports and other department forms and documentation; enters data into records management systems; compiles data for further processing or for use in preparation of department reports; and files, maintains, and stores hardcopy records.

Utilizes state and national crime information databases: enters information regarding stolen items, missing persons,

vehicles, guns, driver's licenses, warrants and criminal histories; ensures accuracy of information entered; compiles information retrieved from databases; copies records; and places records in case files.

Receives and processes reports of criminal and non-criminal incidents: determines proper jurisdiction; assists complainant in filling out forms; forwards to officer, as needed; and prepares and processes incident/crime reports.

Performs related duties in support of department operations: receives and forwards requests for police escorts for funerals; enters security alarm and alcohol permits into appropriate database; and provides other clerical support as requested.

Communicates with supervisor, other City employees, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

High school diploma or GED required; supplemented by two years of experience in customer service, clerical or administrative support, or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division. May include counting, recording of counts, and basic measuring.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.