

## CITY OF COVINA

### POLICE CLERICAL AIDE

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

#### **DEFINITION:**

Under supervision, performs a variety of reception and office support functions in the Police Department; responds to public questions and concerns; performs other related duties as required.

#### **DISTINGUISHING CHARACTERISTICS:**

The **Police Clerical Aide** is an entry level, part time office support position. Initially, under immediate supervision, incumbents perform the more routine reception and office support duties while learning City and departmental policies and procedures. As experience is gained, there is greater independence of action within established guidelines. Incumbents may advance to a part time classification of Police Records Clerk after gaining experience and demonstrating a level of proficiency that meets the qualifications of the higher-level class.

#### **SUPERVISION RECEIVED/EXERCISED:**

Receives supervision from the Police Records Supervisor or their designee. Incumbents in this classification do not routinely exercise supervision.

#### **ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Assists citizens by answering the more routine inquiries by telephone or at the counter; researches and retrieves reports from various filing and automated law enforcement systems; types police reports; assists in processing police records.
- Enters and retrieves data using various automated information systems; may be required to assist in the care of juveniles; collects parking fines and issues overnight permits; ensures adherence to safe work methods, procedures and practices.
- Responds to questions and concerns from the general public, departmental staff and other agencies; provides information as appropriate and resolves service issues and complaints.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

#### **PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports and retrieving and entering data

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using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents and using the computer, and acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

### **Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Police Clerical Aide**. A typical way of obtaining the required qualifications is to possess a high school diploma or equivalent.

### **License/Certificate:**

Possession of, or ability to obtain, a valid Class C California drivers license

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

### **Knowledge of:**

Modern principles and practices of general clerical work within; general Police Department practices and procedures; basic principles of mathematics; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office practices, methods and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

### **Ability to:**

Deal effectively with the public; work flexible hours, including evenings, weekends and rotating shifts; perform mathematical calculations quickly and accurately; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

### **Skill to:**

Effectively operate specialized law enforcement automated information and records systems.