

## **Data Entry (Records), Police Department**

The full-time position provides day-to-day Police Records Room support and customer service under the general direction of the Police Chief. The clerk maintains law enforcement records and files; processes officer reports; enters data into secured databases; distributes police information according to established procedures; and performs related administrative and office support duties in the Police Department. The clerk interacts daily with the general public, City employees, Police, and legal representatives on sensitive matters. The clerk must professionally handle a variety of tasks that require accuracy, sensitivity, confidentiality, and compliance with regulations.

The clerk's schedule will be eight (8) hours daily at the Police Station, set between 8:00 a.m. and 11:00 p.m., Monday through Saturday, as approved by the Chief.

### **Essential Duties and Responsibilities:**

*(The duties listed below are intended only as illustrations of the various types of work that may be performed.)*

- Performs customer service and courteously communicates with the general public; answers telephones; greets/assists visitors in the lobby; responds to emails and mail; explains services, regulations, and procedures.
- Prepares, processes, routes, and/or files a variety of forms, reports, requests, records, logs, and other documentation; prepares and maintains files and administrative records; manually enters information into computer systems; scans and attaches paperwork; prepares, clears and submits reports and audits.
- Prepares folders; maintains files of department correspondence, program records, legal documents, etc.; conducts records maintenance activities in compliance with guidelines governing record retention.
- Processes tow releases and posting of bonds, including handling payments.
- Processes requests for public records: receives requests from courts, law enforcement personnel or agencies, victims, and the general public; retrieves police/incident reports and other documents; determines confidentiality of requested document/report; verifies identities and assures authority of individuals to receive confidential information; establishes the quantity of information requester is authorized to receive; releases or withholds information based on department guidelines; forwards and/or mails accordingly; ensures reports are completed and sent timely.
- Researches and resolves problems in searching and recovering lost, missing, and/or any other report or information; obtains and/or retrieves information to ensure accuracy; consults supervisor as needed.
- Ensures all activities comply with applicable codes, laws, rules, regulations, standards, policies, and procedures; maintains a comprehensive, current knowledge of same.
- Operates a personal computer, general office, and other equipment as necessary to complete essential functions, including word processing, spreadsheet, database, and other system software.
- Participates in programs and activities that promote a positive working environment and community;
- May be required to occasionally work evenings or weekends, or change regularly-scheduled hours.
- Performs special projects and other duties as assigned.

### **Requirements:**

Must have strong interpersonal, administrative, and organizational skills. Must be Microsoft Office efficient; must be dependable with the ability to use sound judgment, tact, confidentiality and professionalism. High school diploma or GED; two (2) years of experience in clerical, general office, data entry, or a related field, preferably in a similar environment, or any combination of education, experience, and training that provides the required knowledge, skills, and abilities. Prior LEADS, and/or CAD/RMS experience preferred. Must be able to be LEADS certified, and successfully complete background, polygraph, and drug screening. Applicants will be fingerprinted within 30 days of hire.

### **Compensation and benefits:**

Pay rate between \$18.00 - \$20.00/hour commensurate with experience; full benefits package; paid holidays and time off; participation in OPERS pension system.

### **To apply:**

Applications are available on the City's website at [www.citymapleheights.com](http://www.citymapleheights.com), and at the Maple Heights Police Department. The position will remain open until filled.