



Classification Specification City of Springfield, Oregon

A classification specification defines the general character and scope of responsibilities of all positions within a job classification. This description does not list every duty for a given position; specific position assignments will vary depending on business needs.

General Information

Classification Title	Police Records/Communication Specialist
Classification Code:	TBA
Effective Date:	09/25/2019
Pay Grade:	213
FLSA Status:	Nonexempt

Classification Summary

Under the supervision of the Police Office Supervisor, or other police supervisory personnel, receives and processes the emergency and non-emergency calls for police services; extensive personal and telephone contact with the general public, frequently under sensitive or difficult circumstances; data entry; review and maintenance of records; electronically routing and filing reports; records checks; processes warrants, citations and subpoenas; other general office support activities. This position often works without direct supervision or alone and must be fully aware of the operating procedures and policies of the work unit. Performs related duties as required.

Essential Duties

The duties listed below are a typical sample; position assignments may vary.

- 1 Screens and evaluates incoming emergency and non-emergency calls; obtains key information, determines type of service needed (criminal/civil), and prioritizes calls for service. Transfers emergency calls to dispatcher, if appropriate; enters all data accurately into computer aided dispatch (CAD) software for police response.
- 2 Collects detailed information for the completion of a variety of police reports; reviews records for completeness, obtaining corrected information or incomplete information as needed. Copies, processes and files a wide variety of police records and reports. Generates and distributes reports as required.
- 3 Handles a wide variety of interactions that include emotionally upset and angry citizen calls and in-person contacts; assists people who speak little or no English.
- 4 Enters, locates, clears and verifies criminal justice information using multiple databases and networks including local, state and national law enforcement recourses. Reads, interprets and codes various types of information contained in police reports. Enters, modifies, retrieves and cancels data. Processes, maintains and updates department records.
- 5 Responds to public records and other requests for information from various agencies. Provides information to citizens, staff, public agencies and private businesses about police assistance, crimes, bail, subpoenas, mail processing, statistics, and other police-related matters; provides referrals to appropriate public resource or agency.
- 6 Provides information to the public about various police related topics including stolen and recovered property, vehicles, warrants, missing persons, citations, and impounded vehicles. Verifies vehicle releases to the public including insurance information, driving status, vehicle ownership and the collection of fees.

Essential Duties	
7	Receives and receipts payments and fees for bail, animal licenses, impounded vehicles, police report reproduction and other charges. Records transaction and forwards daily receipts to the Finance Department.
8	May participate in the training and orientation of new personnel.
9	May assist in the searching and processing of prisoners of the same gender.
10	Actively supports an inclusive and respectful work environment.
11	Performs other duties of a similar nature or level.

Qualifications
<i>An entry-level person would be expected to possess the following or any equivalent combination of knowledge, skills, education and experience in order to successfully perform the job.</i>
Education, Training & Experience: <ul style="list-style-type: none"> • High school diploma or GED certificate from an accredited school, and • Two years of customer service experience in a fast-paced environment with frequent public contact, multi-task functions, and occasional stress. Experience in a public safety environment preferred. <p><i>Formal training/coursework in law enforcement may be substituted on a year-for-year basis for half the required experience.</i></p>
Special Requirements: <ul style="list-style-type: none"> • Have no convictions that could have resulted in a sentence to a federal or state penitentiary (i.e. felony convictions), or misdemeanors directly related to position; • Must meet minimum psychological requirements for the position as defined by a physician; • Must pass a pre-employment drug screen (including marijuana), criminal history check and background investigation. <p><i>To ensure basic rights to privacy, and because some of the employees in this classification may be required occasionally to conduct searches of women prisoners, gender will be a bona fide occupational qualification (BFOQ) in the filling of certain number of vacancies in this classification. If a BFOQ is required by current staffing needs, it will be conspicuously noted in the recruitment process.</i></p>
Condition of Employment: <ul style="list-style-type: none"> • Police Department employees must comply with General Orders, policies and procedures including personal appearance, code of conduct and prohibited on-duty tobacco use. • Must be able to work rotating shifts, irregular hours, holidays, weekends, and overtime as needed.
Licensing and/or Certification Requirements: <ul style="list-style-type: none"> • Possession of or ability to obtain a Law Enforcement Data System (LEDS) certification and renewal every two years. • Pass Criminal Justice Information Services (CJIS) background requirements, including fingerprints;
Knowledge Required: <ul style="list-style-type: none"> • Correct telephone answering techniques and customer service principles. • Proper grammar, punctuation, spelling, proofreading, sentence structure and vocabulary. • Modern office processes and procedures including equipment usage. • Basic arithmetic. • Complex manual and computerized filing and retrieval techniques. • Social service agencies and basic assistance provided.

Qualifications

- Law enforcement and criminal justice information systems.
- Inclusive and respectful work place practices.
- Applicable city policies, ordinances, and procedures.
- Applicable local, state and federal laws, rules and regulations.
- Department procedures, policies, guidelines and police terminology related to police records.

Skills Required: *(Demonstrated skill in performing the following)*

- Interpreting and applying applicable local, state and federal laws and police policies and procedures.
- Communicating clearly with diverse clients, both orally and in writing, sufficient to exchange or convey information and to receive work direction.
- Exercising tact, independent judgement and courtesy to diffuse difficult situations including interactions with angry or hostile clients of varying backgrounds, educational levels and mental statuses.
- Utilizing modern office equipment, computer systems and relevant software applications as required for the position.
- Filing alphabetically and numerically.
- Typing a minimum of 40 wpm.
- Establishing and maintaining effective working relationships with employees, contractors, other agencies, elected officials and the public and the ability to deal firmly but courteously with everyone.
- Managing time and work prioritization in both a non-emergency and emergency situation and adopting an effective course of action.
- Receiving and processing payments without error.
- Preparing accurate, understandable police reports.
- Learning the geographic features of the City.
- Working independently, performing multiple duties to meet deadlines under varying degrees of stress while maintaining accuracy and attention to detail.
- Entering, retrieving, coding, and updating information in multiple computer systems with a high level of keyboarding accuracy.
- Appropriate handling of confidential or sensitive information; maintaining confidentiality.
- Maintaining a respectful and inclusive work environment.
- Ability to work varying shifts, weekends and holidays.
- Performing assigned duties in a safe manner;

Physical Requirements

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Classification History

2019.09 – Reformatted and revised by Human Resources
2023.06 – Reviewed by Professional Standards Office