



City of Newark, California

Class Code: 310
WP Code: PUBCLERK
Established: -
Revised: 11-18-93
EEO Code: AS

CLASS SPECIFICATION

PUBLIC SAFETY CLERK

POSITION DESCRIPTION

Nature of Work: Under general supervision, performs a variety of general and technical clerical duties involving the processing and maintenance of departmental reports, records, and files; and performs related work as assigned.

Class Characteristics: This is the full journey level class within the public safety clerk series requiring only occasional instruction or assistance as new or unusual situations arise. Incumbents process a wide variety of police records information using several different specialized data systems. This class differs from other clerical classes in the knowledge of crime and other specialized data entry and retrieval codes and systems.

Essential Duties: Processes, maintains, and clears warrants; routes citations to appropriate courts or departments; operates computer terminal, teletype machine, typewriters, and other office equipment; compiles data, performs data entry, and generates computer reports; types statements, letters, petitions, civil and criminal complaints and other material; enters, reviews, and retrieves data from a variety of automated systems; performs a variety of record keeping, filing, indexing, copying, and other general clerical work with police records, reports and data; retrieves reports, assembles and disseminates information from files as required; purges files of excess information as directed; assists the general public at the counter by responding to requests for information; receives and processes bail payments; calculates fees and prepares invoices for cost recovery and false alarm billings; operates City telephone console as needed; sends and receives teletypes on State and Federal systems; records information on various logs; and provides a variety of information related to departmental activities to the public.

PUBLIC SAFETY CLERK

QUALIFICATIONS

Knowledge of:

- Modern office methods and procedures, equipment, and filing systems.
- English usage, spelling, punctuation and grammar.
- Computerized records management systems.

Ability or Skill to:

- Effectively communicate with and elicit information from upset and irate citizens.
- Communicate clearly and effectively with people from a variety of socio economic backgrounds.
- Courteously receive requests and complaints, answer questions, and make referrals.
- Act with resourcefulness, courtesy, and initiative.
- Make accurate, concise, and timely computer entries and updates on local, state and national computer systems.
- Gains access to various computer programs such as PIN/CLETS.
- Perform simple mathematical calculations for computing such items as bail logs, time sheets and service fees.
- Rapidly learn policies and procedures related to work.
- Maintain neat and accurate records.
- Interpret tables and compare numbers.
- Learn the geography of the City of Newark.
- Read and synthesize information from police reports, manuals, state codes, warrants, and maps.
- Take facts and apply established procedures to the solution of problem situations.
- File, organize and purge alphabetical and numerical files.
- Learn pertinent codes, public record acts, and penal code sections.
- Learn the criteria that determines an emergency or non-emergency.
- Learn to operate a computerized records systems.
- Work under pressure, exercise good judgment, and make sound decisions in emergency situations.
- Type accurately at 45 wpm.
- Understand and follow both oral and written instructions.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience: Any combination of education and experience which demonstrates possession of and competency in required knowledges and abilities, such as: graduation from an accredited high school or (GED) and two years of general clerical experience involving data entry and/or typing.

Special Requirements: Willingness to keep information being processed in the strictest of confidence; work rotating shifts and irregular duty assignments subject to the operational needs of the department; satisfactory record as a law-abiding citizen; poise; alertness; keenness of observation; firmness, tact reliability; and good judgment.

Probationary Period: 6 months

FLSA: Non-Exempt