

## **POLICE CLERK**

### **Position Summary**

Police Clerk performs complex communications that require the ability to understand and learn intricate assignments; must be courteous and respectful to citizens in their requests, problems, or procedures of the department. The individual should maintain good working relations and conduct with other employees and be capable of maintaining good reports, log sheets, filing, and retrieving information from files. He/she must be able to keep all information in strict confidence as it is applicable to all police personnel of the Mt. Oliver Borough Police Department.

### **Essential Duties and Responsibilities**

#### **A. General**

- Get to and from work site for the times scheduled.
- Communicate effectively in English, orally and in writing, to co-workers, supervisors, callers and emergency personnel, and do so under stressful situations.
- Sit for lengthy periods of time with short intermittent breaks and a scheduled lunch break.
- Read, review and critically analyze documents, correspondence written in English.
- Maintain calm, professional demeanor when faced with stressful situations such as emergency calls and public complaints.
- Occasional lifting of 5-10 lbs. throughout the workday.
- Daily use of computers, word processing, spreadsheet software, email, and basic office equipment.

#### **B. Specific**

- Proficient typing skills.
- Answer non-emergency police phone calls.
- Maintain daily log sheet
- Assign incident, accident, and complaint numbers.
- Relay messages and prepare all shift-change information.
- Respond to inter-office phone.
- File complaint, accident, and arrest cards after completed.
- Update phone index file.
- Update business numbers in the records management system.
- Enter vehicle plate number and operator number on computer requested by police on traffic stops, arrests, surveillance, etc.
- Maintain lost dog information and contact the Animal Control personnel on stray dogs, dog bites, etc.
- Enter parking tags in the records management system.

- Maintain Towed Vehicle book and Notification book.
- Record Police Daily Log for sick, vacation, and personal days and appropriate sheet for that individual.
- Record receipt book for all individuals paying for parking tags, copies of accidents, and complaints.
- Maintain Suspicious Vehicle book, Vacation of Residents book, Alarm Permits book, and other books or files as required.

## **Qualifications**

### **A. Education/Experience/Licenses/Certifications**

- Must have a High School diploma or equivalent training.

### **B. Knowledge Requirements**

- Type a minimum of 35 words per minute with accuracy.
- Ability to read and write in the English language with good spelling and grammar.
- Ability to understand and follow written and oral instructions.
- Ability to file or retrieve information from files and other sources used as reference according to the function and practice of the department.
- Ability to learn computer program operations as it is applicable to the department.
- Maintain harmonious working relations in the department.
- Be courteous to all citizens or complainants, employees, superior officers, Mayor, and Council members.
- Must refer all police calls, general complaints, and accidents, regardless of the nature of calls received, to the police.