



POLICE RECORDS MANAGER

Department / Program: Hopi Resource Enforcement Services
Reports To: Police Administrator
Salary/Hourly Range: 24
FLSA Status: NON-EXEMPT

VALID DRIVER'S LICENSE REQUIRED
PD Revised: 08/15/2016

INTRODUCTION:

Performs a variety of technical and clerical support work in entering, retrieving and verifying police records information and respond to requests for information from law enforcement officers, agents of the court and the public.

KEY DUTIES AND RESPONSIBILITIES:

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

1. Codes and inputs a variety of case and offense records into the Spillman based records management system and maintains an accurate and current database of criminal activities.
2. Processes all requests for police reports or records, making copies of a variety of reports for law enforcement officers, agents of the court and other authorized persons.
3. Processes records checks of arrest, conviction and traffic violations history in response to authorized requests.
4. Scans documents, files and maintains files of departmental records including police reports, computer records and other documents.
5. Monitors and maintains office supplies and inventory; orders supplies and equipment within established guidelines.
6. Prepares and/or processes a variety of correspondence and reports; disseminates information to appropriate parties.
7. Provides customer service by responding to inquiries or providing information as needed.
8. Assists in setting up, planning and coordinating special events or activities.
9. Documents and maintains records, performs clerical duties, typing, filling, answering telephone calls and operating office machines.
10. Performs other related duties as assigned to meet the goals of HRES and the Hopi Tribe.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS:

The work is primarily performed in a standard office environment that requires normal safety precautions. Work may extend beyond the normal eight (8) hour daily schedule.

MINIMUM QUALIFICATIONS:

1. Required Education, Training and Experience:

Education: Associates Degree in Office Administration, Office Automation, Criminal Justice or any other related field;

AND

Experience: One (1) year work experience in full time office/clerical support work;

OR

Any equivalent combination of Education, Training and Experience which demonstrates the ability to perform the duties of the position.

2. Required Knowledge, Skills and Abilities:

Knowledge:

- Knowledge of customer service and communication techniques;
- Knowledge of record keeping procedures;
- Knowledge and proper use of Business English including spelling, grammar, and punctuation;
- Knowledge of the confidentiality requirements of police records and information;
- Knowledge of who is authorized to receive the various types of information available in the records system;
- Knowledge in operating a personal computer and related software.

Skills:

- Skill in establishing and maintaining effective working relationships with law enforcement employees, agents of the court and the public;
- Skill in understanding and following complex written and verbal instructions and procedures;
- Skill in operating a variety of standard office equipment.

Abilities:

- Ability to maintain confidentiality in conformance with professional standards;
- Ability to respond to requests and inquiries in a tactful and courteous manner;
- Ability to accurately proofread numerical and text data;
- Ability to establish, develop, and maintain courteous and effective working relationships;
- Ability to accept and apply constructive criticism and critiques;
- Ability to multi-task with numerous interruptions;
- Ability to organize, prioritize and adapt to constantly changing situations, and effectively take appropriate action;
- Ability to read, understand and interpret moderately difficult to complex written information;
- Ability to work independently with minimal supervision, exercising good judgment in the safeguarding of confidential or sensitive information;
- Ability to perform detailed work with a high degree of accuracy, at times during stressful situations;
- Ability to work within deadlines in order to complete assignments;
- Ability to interact with visitors in person in a courteous, professional and effective manner.

NECESSARY SPECIAL REQUIREMENTS:

1. Possess and maintain a valid Arizona Driver's License and complete the Hopi Tribe's Defensive Driving course.
2. A background Investigation, character and employment reference check is required. Must be able to pass random drug and alcohol screening.
3. Complete/pass a polygraph examination.
4. No felony convictions.
5. No court case pending (excluding minor traffic violations and civil cases that do not involve domestic violence) within the past twelve (12) months.
6. Due to safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment/pre-placement and random alcohol, drug and/or controlled substance testing.