

## City of Windsor Heights

<b>Job Title:</b> Police Administrative Support Clerk	<b>Classification:</b> Non-Exempt
<b>Department:</b> Public Safety / Police Department	<b>Selection/Approval:</b> Public Safety Director / City Administrator
<b>Reports To:</b> Public Safety Director / Police Captain	<b>Revision Date:</b> September 29, 2020
<b>Approved by:</b> Dennis Durham	<b>Council Review &amp; Approval:</b>

### Summary Description:

The Administrative Support Clerk (ASC), under the direct supervision of the Police Captain, is responsible for various records management, clerical, and support functions within the Police Department. This position shall be responsible for database entry and management, electronic data and criminal offense submissions, state crime reporting and fingerprint classifications. The incumbent will serve as the department's crime/intelligence analyst, and support the daily operations of the Police Department.

### Essential Duties & Responsibilities:

- Assists the public by answering telephones, handles walk-in service, answers questions, receives and initiates processing of complaints and forwards issues, requests and concerns not facilitated immediately within the position's purview to the appropriate city department / personnel. S/he is the primary public contact upon entering the public safety building.
- Receives payments for permits and fees.
- Receives and sorts mail.
- Balances the cash register receipts and provides deposit to City Clerk.
- Provides administrative support and record keeping primarily to law enforcement and administration, but may be called upon to support other city departments and staff.
- Issues pet licenses to the public, handles other animal control-related paperwork.
- Processes permits, licenses, and related background investigations.
- Provides copies of press releases to the media or public upon request, distributes incident reports and calls for service logs consistent with guidelines from the Freedom of Information Act.
- Processes impound releases after verification of ownership.
- Creates statistical crime reports as requested by the police department's command staff and works closely with criminal investigators to analyze data and crime trends in furtherance of law enforcement and crime prevention efforts. Other reports generated by the Administrative Support Clerk include UCR reports and related submissions, police activity reports, calls for service reports, investigative activity reports and crime mapping.
- Aids in case management on active cases.
- Provides database intelligence information to officers upon request.
- Performs lien verifications for public auction.
- Submits paperwork for arrest warrant applications / cancellations and maintains active arrest warrant files.
- Handles the disposition of paid parking tickets, accident reports, traffic citations, police record checks, and Iowa Department of Transportation forms.
- Aids contracted vendor(s) in locating and collecting on delinquent parking tickets, fines, and bad checks written to the City.

- Distributes and records all subpoenas and information needed for court by officers, and answers subpoenas.
- Answers validated open records requests from insurance companies and attorneys, and coordinates related billing.
- Keeps current alarm records and bills for false alarms.
- Manages Vacation House Watch entries and dispositions.
- Maintains records of business owners or points of contact.
- Maintains files for misdemeanor citations, warnings, and field interrogation reports. S/he also maintains criminal charge records, OWI restitution, and reporting in the I-LEADS database.
- Processes fingerprint / identification cards and crime classification sheets.
- Enters records of stolen items and works with insurance companies on paperwork dispersal during claims resolution.
- Is responsible for all other paper or electronic filing and police department record keeping associated with the Polk County Attorney's Office and the city attorney as well as Juvenile Court Services.
- Dispatches non-emergency calls for service.
- Maintains confidentiality in all appropriate matters and may be called upon to testify in court.
- Other duties as assigned.

**Knowledge, Skills, and Abilities:**

- General clerical skills and records administration responsibilities.
- Working knowledge of all general administrative office management functions.
- Knowledge of the organization, functions and issues of municipal government.
- Knowledge of the principles and practices of law enforcement operations.
- Ability to analyze data, prepare reports and maintain accurate records.
- Ability to report, write or edit articles for publication.
- General knowledge of municipal, county, state and federal ordinances and statutes.
- Knowledge and practical experience with a variety of computer software programs including word processing, spreadsheets, e-mail, and ability to learn / effectively maneuver within position-specific database and electronic data management systems.
- Ability to effectively communicate verbally and in writing.
- Ability to establish and maintain positive working relationships with City staff, elected officials, the general public and citizen groups, press, and contracted vendors.
- Ability to use contemporary technology, including computers, telephones, cameras, social media and software management programs.
- Ability to conduct quantitative and qualitative analyses.
- Ability to maintain a professional demeanor, to calmly approach and solve problems under stressful circumstances, maintain and promote harmony in the workplace, and concentrate for long periods of time.
- Must possess ability to work independently and be flexible.
- Ability to multi-task on a daily basis, performing with telephone and walk-in customer interruptions, and adapt to changing priorities.
- Knowledge of and the ability to safely work with general and specialized tools and equipment used in a municipal office setting, including but not limited to copier, scanner, postal meter, etc.
- Must possess exceptional interpersonal relationship / customer service skills.

**Education, Experience and/or Other Requirements:**

Required:

- Must be at least 21 years of age.
- Must have a high school diploma or GED.
- Must be or become a Notary Public.
- Must be able to read, write and speak the English language.
- Must be able to acquire and maintain NCIC certification.
- Must have a valid driver's license and be able to provide a certificate of insurance for each motor vehicle that s/he may use to respond to city activities.

Preferred:

- Associate's Degree in a related area is preferred.
- Any combination of related municipal experience and/or education is preferred.
- Knowledge of state and municipal code.

**Tools and Equipment Used:**

- Personal computer, including word processing, spreadsheet and database software, telephone, copy machine, fax machine, scanners, printers, postage meter, first aid and safety equipment.
- Cleaning and maintenance chemicals and solutions in accordance with the manufacturer's specifications.

**Work Environment/Frequent Physical Demands:**

The physical demands of the duties described herein and the work environment characteristics are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is moderate level office noise in addition to occasional noise exposure to maintenance machinery and equipment.
- Frequently sit, stand, walk, bend, grasp, push, pull, squat, twist and kneel.
- Frequent use of physical strength requiring the moving, lifting, pushing, carrying and pulling of objects weighing up to 50 pounds.
- Frequent use of hands to finger, handle, or feel objects, equipment or controls.
- The employee is frequently required to verbally communicate and interact with public, citizen customers, vendors, staff and elected officials using active listening skills and demonstrating sound judgment.
- Specific vision abilities required by this job include close vision and the ability to adjust focus with clarity of vision of 20' or more and 20" or less, as well as proficient hand / eye coordination.
- Requires clerical, forms, numerical, and verbal perception.

**Interaction with Other Department/Staff:**

This position requires a high degree of information sharing between city administration, public works, police, fire/EMS, City Council, mayor, contractors and other staff. It is of the utmost importance that personal information be kept strictly confidential. This position may also interact with various members of city staff, elected officials, and members of the public in non-routine capacities such as serving as a department representative on committees, within work groups, or during public forums.

***The duties above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.***

**Acknowledgement:**

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the City of Windsor Heights reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed as directed by the City of Windsor Heights. I understand that I may be required to work overtime, different shifts or hours outside the normally defined workday or workweek. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the City of Windsor Heights has a similar right.

_____	_____	_____	_____
Employee's Signature	Date	Public Safety Director/Chief	Date
		_____	_____
		City Administrator	Date

The City of Windsor Heights is an Equal Opportunity Employer.