

City of Oak Creek

Job Title: Clerk
Department: Police

Division: Administrative Services
Location: Police Station

Summary Description

Assists administrative staff and personnel by performing a variety of clerical functions within the department, including typing, machine transcription, maintaining officer's reports, NIBRS reporting and public records requests.

Major Duties/Essential Functions

Performs routine clerical and administrative work in answering phones, receiving public requests, providing customer assistance, cashiering, data processing, and bookkeeping.

Transcribes officer's reports from dictation and enters reports into computer. Composes, types, and edits a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness. Handles the flow of hard copies of reports from rough draft through final copy and then files reports.

Maintains filing system, control records and indexes for police department records using moderate independent judgment, keeps current by entering data into the computer system in accordance with established practice.

Acts as receptionist, screens calls and greets visitors to the Police Department; provides information regarding the department and its business requiring considerable judgment or discretion; refers inquires as appropriate. Receives payments (fines, bicycle licenses, etc.) and handles requests for copies of police reports/accident reports and video/audio.

Performs record checks for bartender's licenses, driving, criminal record and government record checks.

Determines priority of, and routes, correspondence; composes routine correspondence and independently prepares correspondence not requiring the Police Chief's personal attention when assigned.

Inputs data to standard office and department forms; makes simple postings to various reports such as annual reports, incident reports, crime reports; compiles tabulated data as needed/required.

Processes photographs to include identifying, filing of photos and electronically saving photos. Responsible for assisting with open record requests related to photographs. Annually researches best possible way to process photographs.

Minor Duties/Responsibilities

Attends various meetings if necessary, and takes and transcribes minutes as required.

Responsible for notification to other City departments of any violations of City ordinances or regulations not in the primary area of responsibility of this position.

Operates a vehicle as needed to attend external training.

Assist with public records requests as assigned.

Performs other duties as assigned.

Supervision/Accountability

Direct supervision from Administrative Captain.

Knowledge

Knowledge of office methods and procedures, equipment and filing systems; business letter and report-writing techniques; spelling, grammar and proofreading. General knowledge of statistics and record-keeping principles and procedures. General working knowledge of computers, word processing and other standardized software common to the work unit or as assigned. Some knowledge of law enforcement acquired on the job.

Skill/Ability

The ability to accept responsibility, to make decisions and to effectively prioritize work. Ability to perform cashier duties accurately; ability to handle stressful situations. Interpersonal communications, verbal and written, with a diverse range of people, including the proper handling of emotional situations; ability to establish and maintain cooperative relationships with employees and citizens contacted in the course of work; meeting the public tactfully, and courteously answering questions in person and over the telephone. Ability to speak and understand the English language fluently and use proper grammar, punctuation and spelling. Performing responsible secretarial and clerical work requiring independent judgment with speed and accuracy; learning, interpreting, and applying organizational policies, laws, rules and regulations, taking responsibility for the compilation and organization of reports; composing correspondence on own initiative; word processor typing accurately from a clear copy or from dictation equipment at a speed of 50 words per minute or provide proof of successful completion of a typing/keyboarding course; making arithmetic calculations with speed and accuracy; Ability to research and obtain pertinent information through various resources. Ability and proficiency with personal computer equipment to process, access, retrieve information using word processing and other standardized software common to the work unit or as assigned. Ability to research and obtain pertinent information through various resources. Ability to understand and apply principles of computer input and output capabilities.

Education/Experience

Any combination equivalent to education and experience that provides the required knowledge and skills is qualifying. Typical qualifications would be equivalent to possession of a high school diploma or G.E.D., with courses in word processing, spreadsheets, supplemented with general business office courses, and three (3) years of secretarial/clerical work experience.

Physical Demands

The physical demands described here 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.

While performing the duties of this job, the employee is required to sit, talk and hear. The employee is required use hands to type, manipulate, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The employee is required to hear and respond to telephone conversations.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing 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 usually moderate and would be representative of a clerical typing pool area.

Tools and Equipment Used

The ability to use the tools and equipment listed below is essential to perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Personal computer, word processing and redaction software; telephone; 10-key calculator; typewriter; dictation equipment, copy machine; and FAX machine.

License/Certifications

Possession of a valid Wisconsin Motor vehicle operator's license required.

Selection Guidelines

This job is covered by a process that includes, but is not limited to, the completion of a formal application, the rating and verification of education and experience, oral interviews and a reference check. Job related tests may be required as determined by the City. All applicants may be required to submit to a stringent medical examination and completion of a personnel evaluation profile prior to appointment consistent with requirements of the position. All appointees will be fingerprinted and a record check made of local, state or federal authorities. A conviction is not an automatic bar to employment; however, they must pass a security clearance to meet or exceed the FBI's CJIS policy.

The duties listed 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.

Approval: _____
Supervisor

Approval: _____
City Administrator

Revision History:
November 27, 2019
July 29, 2015
June 7, 2013
January 24, 2002
March 11, 1998
January 29, 1998
July 16, 1993