



Police Department Records Clerk and Community Surveyor Job Description Mayor's Summer Internship Program

Position Purpose:

The Records Clerk & Community Surveyor is a civilian office position responsible for the performance of routine clerical work including the skilled use of a computer, typewriter and/or word processor.

Essential Functions:

- The Records Clerk maintains those records that are related to field operations. These records include all incident reports, accident reports and administrative reports. In addition, this individual will do outreach in the community with DFI or some other social service agency.
- Operate various office machines and equipment, including telephone, typewriter, and computer and related equipment, printer, adding machine and copy machine.
- Must be proficient in word and data processing to include electronic data entry, modification, manipulation.
- Maintain a file of all department reports written in a manner that allows for prompt and easy retrieval. Maintain all reports for the time prescribed by law or policy. Maintain such files as complete and current; adding to them all follow-up reports or court dispositions as these are received.
- Sort and process all department reports from the previous night(s) work shifts. Distribute these reports to the appropriate members or units within the department or to other appropriate town departments.
- Perform both manual and on-line searches for reports, records, and other information.

- Perform other duties as assigned or required.
- Receive initial training in CJIS, NCIC and CORI and in-service training on records retention, CORI and related topics.

Education Training and Experience:

- Current student enrolled in an undergraduate or graduate program in good academic standing or recent graduate.

Knowledge, Ability, and Skill:

- Knowledge of modern office practices, procedures and equipment,
- Considerable knowledge of business English, spelling and arithmetic.
- Ability to set up and type a variety of reports, records, and related materials.
- Ability and skill to operate a word processing system.
- Ability to make simple arithmetic computations and tabulations.
- Ability to understand and follow oral and written instructions.
- Ability to maintain accurate records and files. Ability to utilize telephone and various office equipment.
- Ability to effectively communicate orally and in writing.
- Ability to establish and maintain effective working relationships with other departments, employees and the general public.
- Ability to function effectively within a confidential business office environment.
- Ability to handle funds collected from fees.

Qualifications:

- High school diploma or equivalent, supplemented by course work in typing and general clerical work; or any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills and abilities.
- Demonstrable skills and knowledge of Microsoft office, including Word, Excel and Access.
- Requires community outreach and interfacing with residents, businesses and people in need of social services.
- Must successfully pass a background investigation including a CORI background and a fingerprint background check.
- Must sign a non-disclosure agreement.

Physical Requirements:

- Regularly required to walk, stand, sit, talk, and hear; operate objects, tools, or controls; pick up paper, files and other common office objects. Ability to view computer screens

and work with details for extended periods. Must be able to communicate written and verbally. Vision and hearing at or correctable to normal ranges.

Job Environment:

- Most work is performed in office conditions.
- Operates a computer, telephone, and other standard office equipment.
- Performance of duties requires regular contact with the City employees and Police Officers. May require contact with members of the community including residents, business owners, community organizations and local agencies.
- The employee has access to confidential information.
- Errors in judgment could result in delay or loss of service or adverse public relations

Supervision:

- *Supervision Scope:* Performs varied and responsible work requiring the exercise of independent judgment and initiative to complete tasks, particularly in situations not clearly defined by precedent or established procedures.
- *Supervision Received:* The Framingham Police Department Records Clerk works under the supervision of the Commander of the Bureau of Records and Training
- *Supervision Given:* None

The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham. In doing so, Framingham strives for a city culture and environment that fosters a true sense of belonging for all, provides opportunity for everyone to participate equally and fully in the city, their communities and neighborhoods in ways that helps to develop each individual's capacity to confidently and competently engage within and across difference. Given an evolving national context and the richness in the demographic and linguistic profile of our city, the City of Framingham has made a significant commitment to addressing and enhancing its community climate, culture and multiplicity of service capabilities as a city.

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