

TOWN OF TOPSFIELD
SENIOR ADMINISTRATIVE ASSISTANT/RECORDS CLERK – POLICE DEPT
JOB DESCRIPTION

Position Purpose:

The purpose of this position is to perform Administrative duties, record keeping and perform all other related work as required. The Police Department Records Clerk is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control. The Records Clerk will be cross trained to learn the Executive Assistant functions while she is out of the office. The records clerk will have access to department-related confidential information, such as personnel records, criminal investigation records, law suits, and highly sensitive personal information about citizens; the application of appropriate judgment, discretion and professional office protocols is required. FLSA Non-exempt.

Supervision:

Supervision Scope: Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of considerable judgment to independently complete assigned tasks, analyze the facts or circumstances surrounding individual problems in situations not clearly defined by precedent or established procedures, and supervise staff.

Supervision Received: Works under the general direction of the Chief of Police and the Executive Assistant to the Chief of Police only unusual situations or questions are referred to supervisor.

Job Environment:

Work is performed under typical office conditions; the noise level is moderate.

Operates computer, facsimile machine, copier/scanner and other standard office equipment.

Essential Functions:

(The essential functions or duties listed below 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.)

Serves as Records Officer. Performs a variety of complex or specialized administrative/record keeping functions. Maintains records and filing systems containing specialized or confidential information and materials. Processes records requests.

Answers requests for records and crash reports to include submission to RMV. Sends crash reports to Crash Logic and data entry for Crash Logic mapping.

Data entry of police reports and citations into CAD system and records management system

Researches and prepares a variety of reports and correspondence regarding departmental activities and programs.

Answers telephone calls and refers callers to appropriate individual. Provides assistance to the public. Prints media logs and speaks with local reporter

Maintains various departmental records. Files reports, memos, letters, vouchers, and cards.

Utilizes and operates the National Criminal Justice Information system (CJIS) computer.

Through the local terminal, data is accessed, inquiries are made, information is placed on file with the network, and communications received for dissemination

Responsible for National Incident Based Reporting System statistics and retrieval from records management system.

Corresponds with insurance companies, agencies, attorneys, etc. for requests of accident and police reports. Processes appropriate payment, and deposit to Town collector/Treasurer.

Assists in processing pistol permits and firearms identification cards as required.

Performs similar or related work as required, directed or as situation dictates. Works alongside the Executive Assistant and learns the functions that are performed to cover and cross train as needed.

Makes frequent contacts with the general public, other town employees, vendors, courts, outside police and public safety departments, insurance companies, contract companies and utility companies. Contacts are in person, in writing, and by telephone

Recommended Minimum Qualifications:

Education and Experience:

High school education with courses in office procedures and business practices; Associate's degree in related field desirable; five years of progressively responsible office experience; or any equivalent combination of education, training and experience.

Special Requirements:

CJIS certification

May perform the duties of a Matron

Must pass a criminal records check

Knowledge, Ability and Skill:

Knowledge: Proficient in Microsoft Word, Excel and Outlook. American business English and spelling. Basic knowledge of accounting techniques.

Ability: Ability to organize time and to work independently and accomplish tasks. Ability to maintain detailed statistics, records, and clerical records. Ability to deal effectively and tactfully with the public. Ability to maintain confidential information. Ability to compose correspondence and to prepare, type, and proofread reports as to form and logic flow. Ability to communicate effectively with the public, coworkers, other employees, other departments, officials, and other agencies. Ability to maintain detailed budget accounts, financial records, and clerical records.

Skill: Superior administrative skills. Expertise and skill in utilizing personal computers, popular word processing, database, and spreadsheet applications. Excellent customer service skills.

Physical Requirements:

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.

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 of time. Ability to operate a keyboard and calculator at an efficient speed. The work requires lifting print and other materials, office equipment and supplies weighing up to 25 pounds and being able to carry a reasonable quantity of materials from places where they are stored to places where they may be used.

(This 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.)

**Approved October 2019
Town Administrator**