

CITY OF LOCK HAVEN, PENNSYLVANIA

Job title: Police Clerk

Work Site: Police Department, Lock Haven City Hall (20 E Church Street)

Work Hours: (8Hrs/Day) (40 Hrs/Wk) 8:00 a.m. to 5:00 p.m.

Salary / Benefits: \$13.20 per hour

Supervisor: Chief of Police, who reports to the City Manager

Job Summary:

- This is a non-sworn, civilian position, which is critical to the effective and efficient operation of the police department. This position facilitates efficient and accurate record keeping which is necessary for the effective operation of the police department. This employee functions as the receptionist for the department and in that capacity, is responsible for interacting with the public and facilitating communications with the various members of the department. The Data Entry / File Clerk is responsible for the collation, entry, retrieval, copying, filing, and dissemination of information generated from a variety of police reports and forms, prepared by department members, as well as other entities. These reports and the information contained are the basic tools of law enforcement, and accuracy is essential so that all information can be effectively managed and reliably presented in court.

Essential Job Functions:

- Answer and dial multi-line telephones to assist callers and provide general information to the public
- Greet and assist walk-in residents
- Compile monthly and annual reports using data from various sources
- Process information requests from outside law enforcement agencies
- Process invoices and order supplies
- Operate parking enforcement software to generate customer bills, reports, citations and manage parking permit system
- Create, organize, maintain and control access to Police Department files and reports
- Enter, update and close case files
- Become proficient with Police Department rules & regulations and procedures
- Record messages for department personnel
- Maintain confidentiality when accessing and maintaining information from internal, local and state law enforcement websites
- Transcribe tape recorded material, depositions and enter arrest information into computer software
- Prepare and check department payroll for accuracy before submission
- Maintain database of employee leave entitlement and use
- Receive and Process PA Open Records and Freedom of Information public record requests
- Ability to be bonded, able to be commissioned as a Notary Public and pass a criminal background check including state and federal records
- Ability to be certified in the use of PA Justice Network (JNET)

Marginal Job Functions:

- Perform other related duties as assigned
- Escort customers to other offices as necessary

Qualifications:

- Education: High School graduate or equivalent
- Experience:
 - Business School and/or college coursework and/or training in the field of Information Technology preferred.
 - Experience with law enforcement software applications and hardware
- Demonstration of Skills and Abilities
 - Ability to use computer for word processing and spreadsheets and data entry into custom software
 - Ability to maintain records and files and assemble data for reports
 - Ability to exercise good judgement and tact
 - Ability to maintain absolute confidentiality of information
 - Ability to work with minimal direction and supervision
 - Ability to remain calm in stressful situations
 - Ability to effectively communicate with the public and deal with irate residents
 - Ability to effectively communicate with other employees
 - Ability to operate public safety radio system
 - Proficiency with word processing, spreadsheet programs and computer equipment
 - Proficiency with the English language including reading, writing, proofreading, spelling and comprehension
 - Must be punctual, neat, and able to write legibly
 - Must maintain regular attendance and avoid absenteeism
 - Must be able to type a minimum of 40 words per minute with 90% accuracy

Physical Performing Elements:

- Lifting and carrying 25 pounds
- Frequent bending, kneeling and reaching
- Sitting for long periods of time

Mental Performing Elements:

- Organizing and coordinating schedules
- Analyzing and interpreting data
- Prioritizing tasks
- Problem-solving
- Communicating with the public
- Creating written communication
- Completing written and verbal work orders
- Basic mathematic operations

Duties, responsibilities and this job description will be periodically reviewed and subject to changes to meet the needs of the Department.