



City of Casa Grande

Public Safety Clerk

GENERAL PURPOSE: Under general supervision, processes police reports and other legal information and documents; enters data into automated records management systems; answers and processes telephone calls; provides information within scope of authority.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Performs basic clerical and administrative duties in accordance with Police Department procedures and City policy, including data entry, record keeping, preparing and processing various documents and reports, and maintaining files.
- Receives, verifies and enters Department data into the computer tracking systems;
- Provides information and assistance to visitors and others having business with the Department; responds to requests for information within the scope of authority; assists customers with applications, government forms and other documents.
- Prepares and processes reports, documents and forms; reviews documents and data for compliance and accuracy.
- Maintains and updates departmental files and records; prepares documents for filing.
- Answers incoming telephone calls and directs the caller to the correct person or work group, or takes and relays messages as appropriate.
- Processes booking and arrest citations, fingerprint cards, juvenile referrals, records checks for other agencies, requests, and other records.
- Performs other duties as assigned or required.

SUPERVISION EXERCISED: None.

JOB DESCRIPTION
4105 911 Public Safety Clerk.doc

MINIMUM QUALIFICATIONS:

Education and Experience:

High School diploma or GED equivalent, and one (1) year of clerical and computer experience.

Necessary Knowledge, Skills and Abilities:

- Knowledge of City policies and procedures.
- Knowledge of basic functions, procedures, and policies of the Police Department.
- Knowledge of basic laws and regulations governing the release of information from law enforcement agency records.
- Knowledge of the principles of record keeping and records management.

- Skill in dealing tactfully and courteously with individuals seeking information about department functions and activities.
- Skill in establishing and maintaining cooperative working relationships with employees, officials, other agencies and the general public.
- Skill in operating a personal computer utilizing a variety of business software.
- Skill in following and effectively communicating verbal and written instructions, and to pay close attention to details.

Special Requirements: Incumbents in this classification may be required to obtain and maintain specific licenses or technical certifications.

Physical Demands / Work Environment: Standard office environment.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as needed.