

Employment Application Packet:

POLICE RECORDS SPECIALIST

Pay

Salary range is \$3033 to \$3871 per month.

Starting pay is \$3033 to \$3342 per month depending upon qualifications, plus benefits. See reverse side for more information.

General Description of Duties

Performs a broad range of Police Records functions and specialized office duties from routine to complex in support of police activities; performs directly related work as required.

Experience and Training Levels

- High School diploma or equivalent;
- At least two years of general office support utilizing a variety of computer software programs;
- Experience with general police department operations and experience in dealing with the public are desirable; OR
- Any combination of experience and training, which provides the equivalent scope of knowledge, skills, and abilities necessary to perform the work.

Required Additional Qualifications

- Must be Law Enforcement Data System (LEDS) certified within sixty days of hire;
- Must be able to pass an extensive background investigation;
- Possession of a valid State Driver's License, and a safe driving record.

To Apply

A signed, completed City of Hillsboro employment application form and responses to the supplemental questionnaire **must be in the Human Resources Office no later than 5:00 p.m., Friday, March 2, 2012.** Application packets should be sent by mail, personal delivery, or overnight courier service. Please address application to the Human Resources Department, City of Hillsboro, 150 E. Main Street, Second Floor, Hillsboro, OR 97123-4028. For information about submitting applications by facsimile, contact the City Human Resources Office. Applications received after the filing deadline or without supplemental responses, will not be considered. E-mailed applications will not be accepted. Additional employment application packets are available at the above address or by calling 503-681-6455. (TTY 503-681-6284) Resumes will not be accepted in lieu of the employment application forms; however, resumes may be submitted in addition to the employment application. Qualified minorities and persons with disabilities are encouraged to apply.

Selection Process

Applications will be evaluated based on experience, training and skills presented in the employment application. Review of the applications will occur within 2-3 weeks after the closing date at which time selected applicants will be invited to an interview. Completion of the entire selection process may take an additional 6-8 weeks depending on the number of applicants and available positions. Criminal and civil record checks and reference checks will be conducted on final candidates. A pre-employment physical examination and drug screening will also be required of the finalist. All applicants will be notified in writing of the final status of their application. Employment of persons hired by the City will be contingent upon presentation of acceptable documents verifying identity and employment eligibility in the United States. Applicants not selected are encouraged to apply again in response to any job announcement for which you qualify.

Salary

All salaries, as stated, are based upon current information and are subject to change. Please carefully consider the following information before applying.

An employee is eligible for consideration for advancement to the next pay step following completion of the equivalent of six months of service. Other pay step increases occur annually thereafter with at least satisfactory performance, until the top of the range is reached. Again, salary amounts, as stated, are based upon current information and are subject to change (based on collective bargaining agreement). Employees who are qualified by the City as bilingual in English and Spanish or Japanese will receive a 5% monthly premium of their regular base pay.

Benefits

The benefits package includes family medical, dental, and vision insurance, employee life, accidental death and dismemberment, and long-term disability insurance, retirement (PERS/OPSRP and social security), holidays, vacation, sick leave, voluntary health promotion program, VEBA, credit union, and deferred compensation programs. The current benefit package employee contribution is \$65.00 per month and is subject to change.

Union

The position is covered under the provisions of a collective bargaining agreement.

Equal Employment Opportunity

The City of Hillsboro is an Equal Employment Opportunity employer. All qualified persons will be considered for employment without regard to race, religion, color, sex, sexual orientation, gender identity, marital status, familial status, domestic partnership, national origin, political affiliation, age, genetic information, mental or physical disability, credit history or source of income. Applicants who feel their civil rights have been violated at any time during the course of their consideration for employment with the City of Hillsboro should contact the Human Resources Department immediately. Applicants who consider themselves disabled under federal or state law and desire assistance should contact the Human Resources Department. Find the employment application packet and general information about the City at www.ci.hillsboro.or.us

City of Hillsboro, Oregon

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Police Records Specialist
Class Code Number	2890

General Statement of Duties

Performs a broad range of Police Records functions and specialized office duties from routine to complex in support of police activities; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to perform a broad range of Police Records functions and specialized office duties from routine to complex in support of police activities. The work is performed under the supervision and direction of the Police Records Supervisor, but considerable leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with assigned supervisors, other City employees, law enforcement personnel, insurance companies and other related professionals and the general public. The principal duties of this class are performed in a police department environment with possible exposure to physical hazards. Normal working hours will include being assigned to any one of several shifts: day shift, afternoon shift, night shift, weekdays or weekends. Shifts and days off may rotate based on operational need. This is a non-exempt position and is subject to the terms and conditions of a collective bargaining agreement.

Examples of Essential Work (Illustrative Only)

- Provides initial non-emergency contact with the public and representatives of other agencies for the department at a public counter or over the telephone; determines the nature of the contact; provides factual information regarding services, policies and procedures, or referral to the appropriate individual or agency;

- Enters, locates, clears and verifies law enforcement records regarding stolen, repossessed or towed property, wanted and missing persons into local, state and federal law enforcement computer systems with extreme accuracy. Researches serial numbers and other identifiers in order to complete entries accurately;
- Performs a variety of office support and receptionist duties. Opens sorts and distributes mail, police reports and other sensitive documents. May deliver or pick up documents during assigned shift;
- Prepares and distributes copies of police and other reports to individuals and agencies such as attorneys, insurance companies and other interested parties;
- Maintains officer subpoena files and notifies officers of impending court appearances;
- Interacts with police officers by telephone, radio and in person to obtain or provide information; responds to requests by officers attempting to obtain information by accessing a variety of computer systems and manual files to gather information; assists and instructs police officers conducting complex computer searches;
- Receives and receipts money and reconciles cash register tape with monies collected;
- Determines distribution of reports to investigative details and other law enforcement entities; retrieves, interprets and disseminates information from a variety of computer systems and other sources;
- Reads, interprets and codes various types of information contained in police reports. Enters, modifies and cancels data from police reports into an internal database with a high degree of accuracy. Processes a variety of other documents according to established procedures, local, state and federal laws and mandates;
- Receives and sends teletype messages from and to various agencies. Takes appropriate action based on messages received;
- Establishes, updates and accurately maintains computerized and manual file systems. Archives and purges incident case files in accordance with various local and state laws;
- Operates and performs varying degrees of maintenance on a variety of office equipment including various copy machines, FAX machines, time stamps, teletype machines, multi-line telephones, police radios and other equipment;
- Creates a positive experience for customers through professional and courteous behavior and creative problem resolution. Upholds the department's community oriented policing philosophy as well as the department's vision of diversity;
- Develops safe work habits and contributes to the safety of self and the general public;
- Attends work regularly and consistently;
- Adheres to strict confidentiality standards;
- Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities

- Substantial knowledge in the terminology and procedures used by police and other emergency services or the ability to acquire such knowledge within a six month period;
- Substantial knowledge of the functions of various public service agencies and other community resources available in the area of emergency services, or the ability to acquire such during the probationary period;
- Substantial knowledge of Ordinances, statutes, laws, General Orders, policies and procedures related to document processing and police records;
- Substantial knowledge of protocols and administrative rules regarding access, use and dissemination of data contained in various computer systems;
- Substantial knowledge of basic techniques and principles of mediation and conflict resolution for dealing with problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone;
- Substantial knowledge of the City's geography;
- Some knowledge of modern office practices, procedures and equipment;
- Some knowledge of Business English composition, spelling, grammar and punctuation;
- Some knowledge of Police Records Management and filing systems, rules of uniform crime reporting, police records collection and dissemination and rules governing the release of police records;
- Ability to diffuse difficult situations and explain complex rules, laws and policies to persons who are angry, hostile or distraught from varying backgrounds, educational levels and mental states;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability to perform alphanumeric and chronological filing;
- Ability to learn and properly use Oregon Unified Crime Reporting (OUCR) statistics, Law Enforcement Data System (LEDS), National Crime Information Center (NCIC), Portland Police Data System (PPDS) and other identified criminal justice information systems;
- Ability to identify, verify and correct data discrepancies;
- Ability to exercise tact, diplomacy and persuasion with diverse clientele while providing effective customer service;
- Ability to establish and maintain effective working relationships with co-workers, allied agencies, businesses, and the public;
- Ability to operate standard office equipment including, but not limited to; multi-line telephones, computers, copiers, fax machines and two way radios;
- Ability to work evenings, weekends, holidays, overtime and rotating shifts;
- Ability to perform the essential functions of the job including the ability to multi-task;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to learn, apply and explain in detail City and departmental policies and procedures;
- Ability to work independently, prioritizing multiple tasks to meet deadlines while maintaining accuracy and attention to detail;
- Ability to work in a team situation with individuals of varying backgrounds;
- Ability to communicate at an above average level both orally and in writing and resolve work problems within parameters given;

- Ability to adhere to strict confidentiality standards;
- Ability to operate a motorized vehicle and drive to various locations to pick up and deliver documents during assigned shift;
- Integrity, ingenuity, and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- High School diploma or equivalent;
- At least two years of general office support utilizing a variety of computer software programs;
- Experience with general police department operations and experience in dealing with the public are desirable; OR
- Any combination of experience and training, which provides the equivalent scope of knowledge, skills, and abilities necessary to perform the work.

Required Special Qualifications

- Must be Law Enforcement Data System (LEDS) certified within sixty days of hire;
- Must be able to pass an extensive background investigation;
- Possession of a valid State Driver's License, and a safe driving record.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to function within a general office environment and to efficiently access a variety of City locations;
- Sufficient ability to lift supplies and equipment ranging in weight of up to 45 pounds.

December 2008

MUNIS Job Class Code change only

Employer	Immediate Supervisor and Title	May we contact for reference? <input type="checkbox"/> yes <input type="checkbox"/> no
Address		Phone
Job Title	From: Mo. ____ Yr. ____ Full-time Part-time To: Mo. ____ Yr. ____ if part-time, number hrs/wk ____	Starting pay Ending pay
Description of job duties:		
Reason for leaving:		
Employer	Immediate Supervisor and Title	May we contact for reference? <input type="checkbox"/> yes <input type="checkbox"/> no
Address		Phone
Job Title	From: Mo. ____ Yr. ____ Full-time Part-time To: Mo. ____ Yr. ____ if part-time, number hrs/wk ____	Starting pay Ending pay
Description of job duties:		
Reason for leaving:		
Employer	Immediate Supervisor and Title	May we contact for reference? <input type="checkbox"/> yes <input type="checkbox"/> no
Address		Phone
Job Title	From: Mo. ____ Yr. ____ Full-time Part-time To: Mo. ____ Yr. ____ if part-time, number hrs/wk ____	Starting pay Ending pay
Description of job duties:		
Reason for leaving:		
Employer	Immediate Supervisor and Title	May we contact for reference? <input type="checkbox"/> yes <input type="checkbox"/> no
Address		Phone
Job Title	From: Mo. ____ Yr. ____ Full-time Part-time To: Mo. ____ Yr. ____ if part-time, number hrs/wk ____	Starting pay Ending pay
Description of job duties:		
Reason for leaving:		

REFERENCES

List the names of three persons other than former employers and relatives having knowledge of your character, experience, or ability.

NAME	ADDRESS	RELATIONSHIP	PHONE

Do you claim veteran's preference? Yes No
(Copy of Federal DD 214 or 215 or a veteran's disability preference letter from the US Department of Veterans Affairs **must** be attached.)

Have you ever been convicted of a felony? Yes No
(Please exclude cases processed in the juvenile court or expunged convictions.)

Conviction does not necessarily disqualify you from employment.

RELEASE OF INFORMATION

I understand that this application does not represent a contract of employment. I also understand that if I am employed by the City of Hillsboro, my employment can be terminated with or without cause during my probationary period or seasonal/temporary status of employment, and thereafter in accord with City policy which may be revised by the City periodically.

I affirm that each answer to the questions incorporated into this application and all other information otherwise furnished by me is and shall be true, complete, and correct. I understand that falsification, misrepresentation or omission of information on my application may result in disqualification of my application, or dismissal from employment if I am employed. I also understand that failure to sign the application form below may disqualify me from the employment selection process. Within not more than three (3) days of employment, I will provide proof as required on the US Government, I-9 Form that I am legally eligible for employment in the United States. If I cannot provide such proof in accordance with federal Law, I understand that I will be terminated.

I understand that criminal and civil court/law enforcement records, motor vehicle driving records, education verification and reference checks will be conducted on final candidates prior to an offer of employment.

I have read and understand that by signing this application, I authorize the City of Hillsboro to conduct and hold the City of Hillsboro harmless from any result of the reference and background check that the City makes. I hereby authorize and release from all and any liability whatsoever all former employers and their employees, educational institutions, law enforcement agencies, and/or other government agencies, who I hereby request to provide/release information to and candidly respond to any inquiries of the City of Hillsboro and its agents regarding my employment, character, job performance, ability, education, criminal and civil court/law enforcement records, and motor vehicle records, that may be in their possession.

Applicant's Signature: _____

Date: _____

**POLICE RECORDS SPECIALIST
SUPPLEMENTAL QUESTIONNAIRE:**

Please prepare handwritten, typewritten, or word processed responses to each of the following eight (8) items. The purpose of these questions is to obtain detailed information regarding your qualifications for this position. Keep in mind that those who read and rate your application and supplemental questions rely on your responses to provide them with enough job-related information to assess your qualifications for the position. Relevancy of your experience and training together with composition, grammar, spelling, punctuation, neatness, and legibility will be considered when evaluating your responses.

Provide as much detail as you believe will fully describe your experience and training, limiting your responses to six (6) pages. Your name must appear on each page. Staple your responses to your employment application. Applications without supplemental responses will not be considered.

1. Describe the types of records you have handled or processed. What responsibilities do/did you have regarding the records? (please be specific).
2. List the position which was the most challenging to you within the last five years, and explain what particular aspects of it were challenging and how you met some of those challenges?
3. Please describe your experience in dealing with conflict. Specifically, what techniques you use to attempt to resolve issues, ensuring clarity and message understanding in difficult situations or conversations.
4. What significance do policies have in maintaining an effective workplace? Give a specific example of a policy you conformed to, but did not necessarily agree with.
5. As stated in the job description, Records Division employees are assigned to either day, swing or night shifts, including weekends. The assignments are based on seniority and operational need. Do you understand this aspect of the position?

YES

NO

Circle one

6. Provide the following information about your word processing experience:

Word Processing Software (*include version number*)

- Length of Experience
- Proficiency Level*: *Beginner, Intermediate, Advanced*
- Types of Documents You Produced
- *If “advanced,” explain why you feel you are at an advanced level of proficiency.

7. Describe your ability to speak, read, write and comprehend the Spanish language. Also, please list any high school or college Spanish courses taken, other relevant training and any practical experience using your Spanish/English bi-lingual skills. Please indicate if you are bilingual in any other languages.

8. Describe any other knowledge, skills, and abilities gained through your training and experience that would be helpful in performing the duties of a Records Specialist at the Hillsboro Police Department.

CITY OF HILLSBORO
EQUAL OPPORTUNITY EMPLOYMENT INFORMATION

The City of Hillsboro is subject to various state and federal rules and regulations requiring non-discrimination in employment. Pursuant to these rules and regulations, the City of Hillsboro hereby invites you to voluntarily provide information regarding your race/ethnic composition and gender.

The City of Hillsboro is an equal opportunity employer. All employment decisions are based on qualifications and are made without regard to race, religion, color, sex, sexual orientation, gender identity, marital status, familial status, domestic partnership, national origin, political affiliation, age, genetic information, mental or physical disability, credit history or source of income. As required by law, any information that you provide on this form will be treated as confidential and will be stored separate from all personnel information. This information will be used only to demonstrate compliance with applicable state and federal rules and regulations.

YOUR COOPERATION IS STRICTLY VOLUNTARY.

POSITION APPLIED FOR: _____.

HOW DID YOU INITIALLY LEARN OF THIS JOB OPENING?: (Check only one source)

The Oregonian *The Argus* Internet City employee City Website Other: _____

SEX: Male Female

RACE CATEGORY:

- | | |
|---|---|
| <input type="checkbox"/> WHITE | A person having origins in any of the original people of Europe, Northern Africa, or the Middle East. |
| <input type="checkbox"/> BLACK OR AFRICAN AMERICAN | A person having origins in any of the black racial groups of Africa. |
| <input type="checkbox"/> HISPANIC OR LATINO (All races) | A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race. |
| <input type="checkbox"/> HISPANIC OR LATINO
(White race only) | A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, and of the White race. |
| <input type="checkbox"/> HISPANIC OR LATINO
(All other races) | A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, and of any race other than White. |
| <input type="checkbox"/> ASIAN | A person having origins in any of the original people of the Far East, Southeast Asia, or the Indian subcontinent including for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam. |
| <input type="checkbox"/> AMERICAN INDIAN
OR ALASKAN NATIVE | A person having origins in any of the original peoples of North American and South America (including Central America), and who maintains tribal affiliation or community attachment. |
| <input type="checkbox"/> NATIVE HAWAIIAN OR
OTHER PACIFIC ISLANDER | A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands. |

An Equal Opportunity Employer

We are dedicated to a policy of non-discrimination in employment on the basis of race, religion, color, sex, sexual orientation, gender identity, marital status, familial status, domestic partnership, national origin, political affiliation, age, genetic information, mental or physical disability credit history, or source of income.

**THIS DATA WILL BE KEPT IN A SEPARATE CONFIDENTIAL FILE FROM YOUR
EMPLOYMENT APPLICATION DURING THE SELECTION PROCESS.**