



SAN RAFAEL

THE CITY WITH A MISSION

POLICE CALL TAKER & RECORDS SPECIALIST

\$5,253 - \$6,704 per month (DOE/DOQ)

Plus excellent benefits

APPLICATION DEADLINE: *Apply by Friday, November 18, 2022 for first consideration*

THE CITY is focused on enhancing our community members' quality of life through well-designed services and a positive workplace culture. San Rafael is the economic and cultural heart of Marin County, and its high quality of life is centered on its commercial districts, engaged neighborhoods, active lifestyle, and natural environment. San Rafael (population 61,000) is a full-service city with a city council/city manager form of government with 12 departments, more than 400 employees, and an annual budget of \$120 million. The City's vision is to be a vibrant economic and cultural center reflective of its diversity. The City Council is engaged and seeks to strengthen the urban and commercial areas as well as sustain the beautiful natural environment.

San Rafael's Organizational culture framework is an initiative called ["Together San Rafael."](#) City employees are our greatest asset, and we seek talented individuals with diverse backgrounds who are creative, curious, and excited about a challenge. We are a results-driven team focused on the needs of community members. The [Together San Rafael initiative is focused](#) on modernizing City services and increasing the engagement of employees. This initiative recognizes the interconnectedness of the customer and employee experience.

THE POSITION:

The City of San Rafael Police Department is recruiting for a full-time, Police Call Taker & Records Specialist. This position routinely takes all non-emergency calls for service both over the telephone and in person at the police department counter; provides information and assistance to the public both over the telephone and in person; processes, maintains, and disseminates all police reports and a wide variety of confidential police reports and a wide variety of confidential police department records. This position is a journey level specialized police civilian classification and performs all duties required to effectively dispatch police services.

This position performs the following essential job duties: (including but not limited to the following):

- Answers and evaluates all non-emergency calls for service and responds to each individual call with appropriate action and may be required to take some emergency calls for service.
- Enters information into the CAD system about calls for service including type, location, nature and description of the event; researches, interprets, and applies the appropriate law, code, or statute to all police records related issues.

- Evaluates and handles all in-person requests for service at the front counter of the police department and responds to each request with appropriate action, including advice, information, referrals, assistance with counter reports, and taking of supplemental reports.
- Provides callers and walk-in customers with assistance, information, or referral on situations that they determine not to be police-related; serves as a conduit of information from the police department to other public safety agencies and service providers.
- Operates a complex computerized records management system; processes and maintains a wide variety of police reports, documents, and records in both electronic and paper format; enters and retrieves information from other law enforcement data bases and resources.
- Maintains and ensures the integrity and security of all confidential police records and reports; provides for the appropriate release of information in accordance with all state laws governing confidentiality and the release of police records; researches, purges and seals records.
- Prepares mandated statistical and other reports for the State Department of Justice; prepares, codes, categorizes, tabulates, enters, and audits a variety of data, forms, and reports.
- Prepares both standardized and specialized letters, records, and reports; prepares releases for impounded and stored vehicles and criminal record clearances. Collects fees, posts and balances monies.
- Orders and maintains office supplies; delivers reports to other agencies; may be asked to perform matron duties.
- Performs related duties as required.

To be eligible for this position, you must have knowledge of/ability to:

- Modern police methods and procedures.
- Statutory and case laws and ordinances related to evidence, property, and records.
- City and Department policies and procedures.
- State and Federal regulations regarding records retention, distribution, and destruction.
- Information technology, personal computers and related software applications.
- Communicate effectively both verbally and in writing.
- Interpret and explain laws, rules, regulations and technical procedure manuals.
- Establish and maintain cooperative relationships with the public and fellow employees.
- Maintain confidentiality regarding sensitive information.

Language/Mathematical/Reasoning Skills:

- Ability to read and interpret documents such as rules, operating and maintenance instructions and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak to customers and groups of employees.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

EDUCATION and/or EXPERIENCE:

- High school diploma or general education degree (GED)
- One (1) to three (3) years related experience and/or training, **OR**
- Equivalent combination of education and experience
- Valid driver's license.

PHYSICAL DEMANDS:

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. While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently exposed to video display and frequently works in inside environmental conditions. The employee occasionally works in evenings or weekends. The noise level in the work environment is usually quiet.

APPLICATION AND SELECTION PROCESS:

City of San Rafael application is required. Resumes do not substitute for the City application. Candidates should detail related education and experience on the application. The examination process may include the following: application appraisal and oral board interview examination. The passing point for the oral board examination final score will be 70%. Note: Prior to appointment, candidate must pass a pre-employment physical, background check, driving record, drug screen, and fingerprinting. To file an application, go to: www.calopps.org. Select "Member Agencies". Select "San Rafael". Follow this link to submit your application: <https://www.calopps.org/san-rafael/job-20311225>

Reasonable Accommodation: The City of San Rafael will make reasonable accommodations in the exam process to accommodate disabled applicants. If you have a disability for which you require an accommodation, please contact us at (415) 485-3474 before the test date. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. Such accommodations must be requested by the applicant.