



**Date:** March 11, 2019

**From:** Human Resources Department

**Position:** PT Assistant Records Clerk

**Salary:** \$ 12.00 hr.

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### **GENERAL DESCRIPTION OF CLASS**

The purpose of the class to perform specialized and complex clerical duties in support of effective records management for the Police Department and to perform related clerical, technical and administrative work as assigned. The class works within a general outline of work to be performed, and develops work methods and sequences under general supervision.

### **ESSENTIAL TASKS**

The tasks listed below are those that represent the majority of the time spent working in this class. Management may assign additional tasks related to the type of work of the class as necessary.

#### **Reports:**

Receives, reviews, processes, scans and enters into the computer a variety of records and reports, including incident reports, arrest reports, supplemental reports, juvenile custody reports, accident reports, traffic stop data reports, images, warrants, criminal and victim statements, property sheets, officer reports, evidence sheets, and other documentation.

Handles information with confidentiality and in accordance with laws and operating procedures. Researches records as necessary and required.

Reviews reports to ensure proper coding, status, completion, and accuracy, making appropriate corrections as necessary.

Maintains records in paper and electronic format according to the guidelines set forth in NC Municipal Records Retention and Disposition Schedule.

Files and retrieves records as requested both manually and electronically.

Filing a number-based system with a high level of accuracy.

Inputting data into Excel spreadsheet daily.

Provides information, statistical reports and other records and reports for department staff, insurance companies, attorneys, District Attorney's Office staff, court personnel, DHHS, Juvenile Services, news media, other law enforcement agencies, etc., as requested and as appropriate.

## **CLASS TITLE: ASSISTANT RECORDS CLERK**

Provides information, statistical reports and other records and reports to various State Agencies as required.

Use website interfaces for inputting data for various state reporting.

Monitors Leads Online for accuracy of reporting.

Honors public records requests in accordance with State and Federal laws.

Researches and tracks active warrants through state registry (NC Aware) and reports to officers for report completion.

### **Communicating:**

Answers the telephone; provides information and assistance to callers; routes calls to appropriate personnel and takes messages as necessary.

Receives and responds to mail and e-mail requests.

Trains department personnel in proper computerized report writing and state/federal guidelines on National Incident Based Reporting System (NIBRS).

Use a variety of formats to relay important information to the public: website, Facebook, twitter.

### **Office Management:**

Maintains a variety of electronic equipment, such as copiers, fax machines, etc.; coordinates service and repair work.

Maintains and orders office supplies including ink, paper, pens, and other necessary items.

Maintains and orders printed forms and creates computer-generated forms used by department personnel.

Performs other routine clerical work as required, including entering and retrieving computer data, copying and filing documents, sending and receiving faxes, sending and receiving e-mails, processing daily mail, distributing and/or delivering memos and other documents to staff and other department / agency personnel, etc.

### **Other:**

Fingerprints job applicants and the general public as requested.

Attends staff meetings as required.

Attends training, meetings, seminars and/or workshops to enhance job knowledge and skills.

Make deliveries to Clerk of Court and Municipal Building.

## **INVOLVEMENT WITH DATA, PEOPLE, AND THINGS**

### **DATA INVOLVEMENT:**

Requires summarizing, tabulating or formatting data or information in accordance with a prescribed schema or plan to facilitate the identification and extraction of useful information.

## **CLASS TITLE: ASSISTANT RECORDS CLERK**

### **PEOPLE INVOLVEMENT:**

Requires speaking or signaling to people to convey or exchange information of a general nature.

### **INVOLVEMENT WITH THINGS:**

Requires handling or using machines requiring moderate instruction and experience such as computers, and software programs such as word processing, spreadsheets or custom applications.

## **COGNITIVE REQUIREMENTS**

### **REASONING REQUIREMENTS:**

Requires performing semi-skilled work involving set procedures and rules but with frequent problems. Problem-solving skills are necessary.

Frequently applies guidelines to determine proper categories of crimes.

Requires listening skills to interpret and comprehend a complex questions and provide appropriate information and assistance to callers/visitors; route calls to appropriate personnel and take messages as necessary.

Requires ability to prioritize duties according to urgency and importance in order to complete necessary tasks within a given period.

### **MATHEMATICAL REQUIREMENTS:**

Requires using addition and subtraction, multiplication and division, and/or calculating ratios, rates and percentages.

### **LANGUAGE REQUIREMENTS:**

Requires reading technical instructions, procedures, manuals and charts to solve practical problems; composing routine reports and specialized reports, forms and business letters with proper format; speaking compound sentences using normal grammar and word form.

### **MENTAL REQUIREMENTS:**

Requires doing clerical, manual or technical tasks requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unit or small division of an operating agency; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure.

Ability to learn, understand, retain and apply complex guidelines daily.

Ability to return to tasks after short interruptions (phone calls, public service, officer needs).

## **VOCATIONAL/EDUCATIONAL AND EXPERIENCE PREPARATION**

### **VOCATIONAL/EDUCATIONAL PREPARATION:**

Requires high school diploma or GED equivalent supplemented by formal training, special courses or self-education that is equivalent to satisfactory completion of one year of college education or specialized advanced training in data processing, records management, office administration or a closely related field.

## **CLASS TITLE: ASSISTANT RECORDS CLERK**

### **SPECIAL CERTIFICATIONS AND LICENSES:**

Must possess a valid North Carolina driver's license.  
Will be able to obtain Notary Public Certification.

### **EXPERIENCE REQUIREMENTS:**

Typing 36 words per minute.  
Experience with Microsoft Word, Excel, and Outlook.  
Requires over one year experience in an office environment.

### **PHYSICAL AND DEXTERITY REQUIREMENTS:**

Requires sedentary work that involves walking or standing some of the time, exerting up to 20 pounds of force on a regular and recurring basis, and routine keyboard operations. Must be able to perform basic life functions of climbing, stooping, kneeling, reaching, standing, walking, fingering, and grasping.

### **ENVIRONMENTAL HAZARDS:**

The job may risk exposure to no known environmental hazards.

### **SENSORY REQUIREMENTS:**

The job requires normal visual acuity, depth perception, and field of vision, hearing and speaking ability.

## **JUDGMENTS AND DECISIONS**

### **JUDGMENTS AND DECISIONS:**

Responsible for guiding others, requiring decisions affecting co-workers; works in a stable environment with clear but complicated written/oral instructions but with some variations from the routine.

## **ADA COMPLIANCE**

The Town of Waynesville is an Equal Opportunity Employer. ADA requires the Town to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

**Interested applicants may submit an application to:**

**Town of Waynesville,  
Brittany Buchanan, HR Specialist  
Human Resources Department  
16 S. Main Street  
Waynesville, NC 28786**

**Or via email to [bbuchanan@waynesvillenc.gov](mailto:bbuchanan@waynesvillenc.gov)**

**Applications will be accepted until March 25, 2019**