

# PINE HILL POLICE DEPARTMENT

Christopher J. Winters  
Chief of Police



Police Administration Building  
48 West Sixth Avenue  
Pine Hill, NJ 08021

Emergency: 9-1-1  
Non-Emergency: 856-783-1549  
Main Fax: 856-784-4209  
[www.pinehillpd.com](http://www.pinehillpd.com)

## POLICE RECORDS CLERK

*Specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### SUMMARY DESCRIPTION

Under supervision general supervision, performs a wide variety of general and/or specialized office support, clerical, and technical work in support of the Pine Hill Police Department; collects, indexes, processes, maintains, retrieves, copies, and distributes confidential law enforcement data and information; performs a variety of record keeping functions including processing police reports; receives and provides assistances to the public at the front counter and over the telephone; and provides other support and assistance to other non-sworn functions and activities of the Pine Hill Police Department.

### REPRESENTATIVE DUTIES

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Perform a wide variety of technical and clerical duties in support of departmental operations including those related to collecting, indexing, processing, maintaining, retrieving, copying, and distributing technical and confidential law enforcement data and information including police reports, citations, warrants, protective orders, and subpoenas.
2. Enter, maintain, and retrieve data, reports, and information into and from a variety of automated law enforcement records systems; enter police reports and citations including names, vehicle information charges, property, dispositions, and classification of charges.
3. Process new warrants, process warrant recalls by the court, and clear served warrants.
4. Process court subpoenas; enter data into subpoenas database; distribute for service; clear after service; return documents to court.
5. Photocopy and distribute crime, incident, arrest, and accident reports, warrants, subpoenas, follow-up requests, and related paperwork to various agencies including departmental staff, other local and state law enforcement personnel, insurance companies, and other agencies and organizations; process and distribute police reports and criminal complaints to the County Prosecutor's Office for prosecution.
6. Assist, provide information, and respond to questions and concerns from the general public, departmental staff, and other agencies in person and by telephone; forward calls to appropriate personnel; take and provide phone messages; respond to public inquiries for information regarding police reports and other matters; ensure that the release of records follows state, federal, and local laws.

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7. Release vehicles to registered owners, legal owners, and the victims of stolen vehicles.
8. Collect fees for copies of reports, records checks, and other matters; prepare and issue receipts; maintain appropriate ledgers and balance register.
9. Assist with police file and record management including their destruction and transformation to micro-imaging; scan reports, citations, and photographs into the laser-fiche; assist in the implementation of file record management systems and programs.
10. Type correspondence, reports, forms, and other confidential and specialized documents as necessary.
11. Compile and total public safety statistics; conduct comparative statistical analysis of computer generated reports to ensure accuracy of information; prepare state and federal mandated reports.
12. Receive calls for service from individual at the lobby; enter calls for service and route to dispatch in order for an officer to respond to take report.
13. Perform general clerical duties including typing, distributing mail, and filing.
14. Perform related duties as required.

## **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

### **Knowledge of:**

- Modern office procedures, methods, and equipment including computers.
- Computer applications such as word processing, spreadsheet, and database applications. Automated law enforcement information systems and procedures.
- Law enforcement records management principles, procedures, techniques, and equipment. Basic police terminology.
- Public and agency desk procedures and methods for providing services and information including those related to collecting, maintaining, and releasing information, files, and documents.
- Pertinent federal, state, and local laws, codes, and regulations and department rules, policies, and procedures.
- Customer service principles and practices. Methods and techniques of proper phone etiquette.
- Principles and procedures of record keeping and filing.
- Mathematical principles.
- Basic principles of business letter writing and basic report preparation.
- English usage, spelling, grammar, and punctuation.

### **Ability to:**

- Understand the organization, operation, and services of the Borough, the Police Department, and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general administrative and departmental policies and procedures.
- Use sound judgment in following and applying pertinent laws, regulations, policies, and procedures.
- Perform a variety of office support and clerical duties and activities of a general and specialized nature in support of departmental operations.

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- Compile, maintain, process, and prepare a variety of records and reports.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person; exercise good judgment, and make sound decisions in emergency situations.
- Meet critical deadlines.
- Exercise good judgment in maintaining critical and sensitive information, records, and reports.
- Read, understand, and review documents for accuracy and relevant information.
- Use applicable office terminology, forms, documents, and procedures in the course of the work.
- Organize and prioritize work assignments.
- Deal successfully with the public, in person and over the telephone.
- Courteously respond to community issues, concerns, and needs.
- Understand and follow oral and written instructions.
- Operate and use modern office equipment including a computer and various software packages.
- Operate specialized automated law enforcement information systems including public safety computer systems to access and maintain data.
- Type and enter data accurately at a speed necessary for successful job performance.
- Effectively communicate with and elicit information from upset and irate citizens.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

#### **EDUCATION AND EXPERIENCE GUIDELINES**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

##### **Education/Training:**

- Graduation from high school or possession of an approved high school equivalent certificate, preferably with a background in commercial courses.

##### **Experience:**

- Three years of responsible clerical work experience comparable to a Police Records Clerk with the Borough of Pine Hill.

#### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein 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 job functions.*

##### **Environment:**

- Work is performed primarily in a standard office setting and at a public counter with extensive public contact and constant interruptions.

##### **Physical:**

- Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:**

- See in the normal visual range with or without correction.

**Hearing:**

- Hear in the normal audio range with or without correction.

**Medical Examination:**

- A medical examination may be required as a prerequisite to be administered by the Borough of Pine Hill. Any medical or physical condition or defect which would prevent efficient performance of the duties of the position, cause the employee to be a hazard to himself/herself or others, or become aggravated as a result of the performance of these duties will be cause for rejection. A complete physical examination may be required every two years at the expense of the Borough of Pine Hill. Failure to comply with the medical recommendations may be cause for dismissal.

**ACKNOWLEDGMENT**

I acknowledge that I have read the job description and requirements for the Police Records Clerk position and I certify that I can perform these functions.

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\*Management has the right to add or change these duties of the position at any time.