CLASS TITLE: POLICE ADMINISTRATIVE CLERK

CHARACTERISTICS OF THE CLASS

Under supervision, performs administrative work in support of a District Station supervisor and/or an assigned police district watch operation, and performs related duties as required

ESSENTIAL DUTIES

- Provides customer service to the public via the telephone or through front desk interaction responding to inquiries and providing referral services
- Initiates police written reports from citizens
- Receives incoming telephone and voice radio calls from officers in the field requesting information
- Performs record and warrant checks, logs and processes served warrants, and verifies warrant status with outside agencies
- Scans and copies arrest records for distribution to different divisions and determines whether a copy may be released to the press; processes new fingerprint cards
- Checks various law enforcement databases for verification of information including (i.e., license plates, arrestee data, names and case reports)
- Distributes and collects hand radios, Tasers, and keys to Police vehicles
- Processes and distributes incoming crime, traffic reports and transmittal records
- Assists the public in filling out reports and applications, and collects monies for warrants and permits
- Provides outside agencies with crime and arrest reports after determining that the information may be released
- Performs a wide variety of routine clerical work including filing, billing, checking, and recording information on records
- Maintains a variety of statistical records; compiles and tabulates statistical data, and prepares simple statistical reports
- Performs record keeping for various funds and expenditures
- Maintains personnel and payroll records of departmental personnel; processes a variety of forms to initiate changes in records
- Maintains inventory records of recovery evidence and detainee property, processes storage and retention schedules, and resolves record keeping errors
- Orders office supplies and submits expense claims
- Prepares letters, memorandums, financial reports, and other materials from oral direction, rough draft, copy, notes or transcribing machine recordings
- Sorts and files documents and records maintaining alphabetical, index, and cross reference files
- Receives, sorts, and distributes incoming and outgoing correspondence
- Schedules appointments and various meetings
- Issues, receives, types, and processes various applications, permits, and other forms
• Assists in the training of new personnel

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

**MINIMUM QUALIFICATIONS**

**Education, Training, and Experience**
• Two years of clerical experience or an equivalent combination of education, training and experience

**Licensure, Certification, or Other Qualifications**
• Previous Law Enforcement Experience Preferred

**WORKING CONDITIONS**
• General office environment

**EQUIPMENT**
• Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
• Computers and peripheral equipment (e.g., personal computer, computer terminals)
• Two way radio

**PHYSICAL REQUIREMENTS**
• None

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**

**Knowledge**
Moderate knowledge of:
• *procedures and methods used in clerical and administrative practices*
• *intake and customer service methods, practices, and procedures*
• *alphabetical or numerical classification of information*
• *English language spelling, punctuation, and grammar*
• *applicable computer software packages and applications*
• geographical locations in the City

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

**Skills**
• *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making*
• *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times*
Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- WRITE - Communicate information and ideas in writing so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
October, 2015