

GRADE: 4NE

TITLE: INQUIRY CLERK
BUREAU: AUXILIARY SERVICES
DIVISION: RECORDS

REPORTS TO: SUPERVISOR, RECORDS
SUPERVISES: NONE

POSITION SUMMARY: Performs duties involved to provide police incident reports and name checks to authorized individuals and companies; retrieves copies of police reports; provides name searches; operates cash register; assists in billing and record keeping.

FUNCTIONS OF THE JOB

Essential Functions:

- 1) Retrieves copies of police reports: determines whether police report may be released according to the privacy statutes and the Sunshine law provisions.
- 2) Provides copies for victim of incident or authorized representative of victim.
- 3) Provides police record searches: checks for proper identification or notarized authorization; types name in computer to retrieve arrest information; checks arrest cards on film if birth date of individual is prior to 1949; runs name through computer for dispositions in felony, misdemeanor or traffic court systems; contact identification unit if doubt as to the identity of an individual; contacts Communication Division if individual is wanted; types the transcript indicating date of arrest, type of charge and disposition of the charge, also indicates if no convictions.
- 4) Operates cash register: collects amount due, returns receipt with transcript, totals the days receipts and is responsible for reconciling money received.
- 5) Assists in billing and record keeping: assists with weekly and monthly billing; maintains a tally of record checks, reports and wanted persons.
- 6) Performs functions in the records area to provide information to authorized third parties, police or employers. Maintains files and updates files as required.
- 7) Collect monies for fingerprinting, subpoena requests, sex offender registration lists.
- 8) Maintain accident log for viewing.
- 9) May perform other similar or related duties as assigned.
- 10) Regular, punctual attendance is required.

Marginal Functions: None Identified

Physical/Visual Activities or Demands: Physical/visual activities or demands that are commonly associated with the performance of this job

- 1) Standing, walking, sitting, reaching, pushing, grasping, feeling, talking, hearing.
- 2) Clarity of vision at 20 inches or less and 20 feet or more with peripheral vision and the ability to bring objects into sharp focus, while reading from a microfilm equipment and computer terminal.
- 3) Sedentary work - exert up to 10 pounds of force occasionally, and/or negligible amount of force frequently.

Environmental/Atmospheric Conditions: Environmental and atmospheric conditions commonly associated with the performance of the functions of this job.

Normal office environment.

POSITION QUALIFICATION REQUIREMENTS

Education: Basic knowledge of accounting procedures, a high school diploma or GED with additional specialized training in clerical processes.

Experience: Experience in office procedures and computer data entry with the equivalent of one year of clerical or technical experience.

Skills and Abilities: Skills and abilities that may be representative but not all inclusive of those commonly associated with this position:

- 1) Ability to deal with standardized situations with multiple variables.
- 2) Ability to apply complex understanding to carry out instructions furnished in written, oral, or diagram form.
- 3) Ability to develop the customer service skills necessary to build rapport with the general public by:
 - Giving full attention to what others are saying, taking time to understand the points being made and asking questions as appropriate
 - Communicating information and ideas in a polite, effective, non-threatening manner
 - Actively looking for ways to help and assist people
 - Speaking clearly so others can understand
 - Observing, receiving, and otherwise obtaining information from all relevant sources
 - Developing constructive and cooperative working relationships with others.
- 4) Ability to read advanced rules and instructions in the use and technical equipment.
- 5) Ability to calculate numeric totals for cash receipts with the ability to balance cash register totals.
- 6) Ability to write letters and correspondence with proper format, correct spelling and grammar.

Machines, Tools, Equipment and Work Aids that may be representative but not all inclusive of those commonly associated with this position:

Microfiche Reader/printer, Computer, printer, fax machine, cash register, telephone, and copier.

License(s)/Certification(s) Required: Rejis System Certification

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws.

Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

"Commonly associated" is not intended to mean always or only. There are different experiences that suggest other ways or circumstances where reasonable changes or accommodations are appropriate.

All activities, Demands, Conditions and Requirements are linked to Essential Job Functions unless marked with an asterisk that denotes linkage only to marginal function(s).

Original Evaluation	Revised by	Revised by	Revised by	Revised by
GF:jb 9/96	MG: 5/00	MG: 4/05		

