



Code: 9116
Family: Public Safety
Service: Public Safety
Group: Police Service
Series: General Duty

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, and regulations

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

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- 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
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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
December, 2021