



**CITY OF**  
**STAUGUSTINE.**  
**EST. 1565**  
**PERSONNEL**  
**MANUAL**

3.	Job Description
3.2	General Employees
3.2.62	Records Technician

Job Position                Records Technician

Department                Police

Division                    Administration

Job Description

Administrative support work of considerable variety including but not limited to filing, working with the public and other Departments, data entry, phone work and handling money and making change. Performs duty in accordance with the State of Florida General Records Procedure Manual. Work is performed under general supervision with instruction normally given before assignment of work.

Job Responsibilities

Answers telephone in professional, courteous fashion. Takes detailed, accurate messages and ensures delivery of messages for Police Department – records, patrol, and administration. Assists the public with information or instructions and refers when the request is beyond the individual’s scope of authority.

Receives, stamps, and accurately routes incoming Department mail including officer subpoenas and other legal correspondence, on a daily basis.

Meets and greets citizens at front window regarding police reports, officer assistance, parking tickets, directions, and other Department/City matters. Handles citizen complaints, questions and requests in a professional, courteous and knowledgeable manner.

Makes routine records and background checks for various outside agencies. Compiles public records requests and collects fees from insurance companies and the general public in accordance with the Public Records Act and department procedures.

Completes requests for audio calls and proper redaction for various agencies.

Enters City parking tickets and City ordinance citations into the computer system, collects monies for these infractions or completes requests for hearing paperwork for the City Attorney.

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Job Responsibilities (continued)

Prepares DUI and traffic citation transmittals for the appropriate government agencies as required per the State of Florida guidelines. Prepares arrest paperwork and all other correspondence for the Courthouse and other law enforcement agencies.

Files and forwards all correspondence as required by the courts concerning expunged/sealed records and lab test results.

Enters all report data created by the officers into the computer system on a daily basis. Verifies correct data entries are reported and documented in Offense and Arrest reports in accordance with appropriate laws and rules.

Maintains up to date information in the department computer system provided by outside entities by scanning, filing, and forwarding to the correct divisions.

Performs related work as required.

Education, Training and Experience

High school diploma required and two (2) years related clerical/administrative support experience preferred; must have positive demeanor; proficient personal computer skills required including electronic mail, recording, routine data base activity, word processing, spreadsheets, graphics, etc. and ability to use standard office machines; ability to accurately count money, make change; ability to communicate with public in a courteous and intelligent manner; ability to remain composed and calm while dealing with dissatisfied customers.

Driver's License Requirement: Valid Florida Driver's License Classification E.

Physical Demands

The physical demands representative of those that must be met to successfully perform the essential functions of this job. The position is mostly sedentary, but the employee is frequently required to stand and walk and occasionally stoop and kneel. The position requires arm, hand, and finger dexterity in order to perform constant typing and frequent filing duties. The employee is regularly required to communicate and exchange information courteously, effectively, and promptly with the public and City staff. This position requires the ability to occasionally lift and move files and supplies up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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