



# POLICE RECORDS TECHNICIAN I

**\$4,004.67 - \$5001.33 monthly**

**APPLICATION CLOSING DATE:**

**OPEN UNTIL FILLED**

## APPLICATION PROCESS

If you are interested in pursuing this exciting career opportunity, there are **four (4) required items that must be submitted** in order for you to be considered:

- A completed City of Gilroy/CalOpps online application
- A detailed resume that highlights your related skills and experience
- Self-Attestation for the Police Records Technician I Position
- Required keyboarding certification - 45 net words per minute **Must include a keyboarding certificate dated six months or less prior to the closing date.** (Please refer to keyboarding certification instruction sheet for specific details on acceptable certifications)

\*There are several ways to submit the above required items: they may be uploaded as 1 (one) attachment to your on-line application, mailed, or dropped off at the Human Resources Department.

## ABOUT THE POSITION

The City of Gilroy is recruiting for a Police Records Technician I position in the Police Department. The general goal of the Records Division is to provide timely and courteous customer service and support to the citizens of Gilroy, members of the police department, affiliated criminal justice agencies including inquiries at the public counter, over the phone, and through the mail, 24 hours a day, 7 days a week in accordance with local, state and federal laws and regulations.

## GENERAL DESCRIPTION:

Under the direct supervision of the Crime Analysis/Records/Property & Evidence Manager, and under the functional supervision of the Police Captain, perform a variety of clerical duties, in support of police activities, some requiring speed and accuracy.

## **EXAMPLES OF DUTIES:**

1. Answer telephone and respond to citizens at counter, providing help as needed.
2. Work an assigned shift with varied days and/or hours, including holidays and weekends.
3. Type correspondence, memos, forms and stencils as needed.
4. Process warrants, data entry, typing warrant jackets, assigning to appropriate agency.
5. Learn to operate Criminal Justice Information Center (CJIC), Criminal Law Enforcement Teletype System (CLETS), Records Management System (RMS) computer terminals, adding and removing reports and information as requested.
6. Record, calculate statistics on departmental activities and prepare monthly statistics for the State.
7. Accept and process bail for warrants, set court dates, process paperwork according to procedure.
8. File case files, warrants, and other related forms and materials and retrieve from files as needed.
9. Type and maintain records in State and National property system, missing persons system and gun system.
10. Take citizen complaints and refer them to the appropriate agency or individual.
11. Assist in transporting persons of the same sex prisoners in custody as needed.
12. May assist in the booking process of same sex prisoners.
13. Process and maintain files on Domestic Violence Restraining Orders, orders After Hearings and Emergency TRO's.
14. Learn the subpoena process and process court orders for court appearances by officers and /or citizens, including the preparing, service and follow-up of cases.
15. Learn the booking process for self-surrenders to include the booking sheet, arrest card, fingerprinting and release information.
16. If bilingual, assist in translating for citizens as needed.
17. Transcribe crime reports and provide copies as required.
18. May be subject to recall.
19. May perform related work as required.

## QUALIFICATIONS

1. Any combination of education and experience equivalent to high school graduation or GED and two years clerical work which included working in a demanding environment with a high volume of public contact.
2. Transcription of documents using a word processor is desired, but the City will train on the use of this equipment as needed.
3. Keyboarding skills at a rate of 45 net words per minute. **Must include a keyboarding certificate dated six months or less prior to the closing date (see info sheet attached).**
4. Pass a post-offer psychological evaluation and medical examination, which includes a drug test.
5. Pass a POST background investigation, which includes a polygraph examination, and extensive Department of Justice criminal record check and an FBI clearance.
6. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicle(s) if the nature and duties of the job necessitate driving.
7. Prefer non-tobacco user.
8. Prefer bilingual (English/Spanish).

## SUPPLEMENTAL QUESTIONNAIRE

*The supplemental questionnaire for this position is part of the on-line application form for this recruitment on Calopps.org (Member City: Gilroy). You must file your responses via the on-line application process.*

### Supplemental Questions:

1. Please describe in detail your experience in a fast paced dynamic office environment. In your response, please explain how you handle multiple high priority competing demands.
2. The Records Unit is staffed 7 days a week 365 days a year from 6:00 am – 12:00 am. Please describe your experience working holidays, weekends, and shift work. If you have no experience with this type of shift work, do you have any concerns about working all holidays and weekends?
3. Please describe any experience you have in dealing with angry or unpleasant customers. Please provide a specific example and how you handled the upset or angry customer.
4. Please describe in detail any experience you have in data entry and data review.
5. Please describe any public safety or law enforcement work experience you have and include the position title, dates of employment, and summary of job duties.

## COMPENSATION AND BENEFITS

### Health Allowance and Flexible Benefits Plan

Depending upon the number of dependents the health allowance ranges from \$736.02 to \$1,943.68 per month for core health benefits during the 2017 plan year. Subject to specific rules, a cash back program is also available with proof of other medical coverage. City employees participate in the PERS Health Program, and may choose their medical coverage from a variety of providers. The City's flexible benefits plan includes medical and dental coverage as core benefits. A range of optional benefits including vision care, medical and dependent care accounts are also available. A term life insurance policy equal to \$20,000, long-term disability plan, and an employee assistance plan are provided at City expense.

### Retirement

The City currently offers the CalPERS 2.5% at 55 pension plan for "classic" CalPERS members and 2% at 62 for "new" CalPERS members. Currently, the city pays the full employer portion of the retirement contribution for "classic" members and 50% of the total normal cost for "new" members. The "classic" member contribution of 8% is a pre-tax payroll deduction; "new" members shall pay 50% of the total normal cost as set by CalPERS. Anyone hired on or after January 1, 2013 will be subject to the applicable provisions, retirement formulas, and plan benefits/restrictions associated with the Public Employees' Pension Reform Act of 2013.

### Vacation, Sick Leave, Holiday Pay, Shift Differential, Bilingual Pay, Uniform Allowance

Annual vacation ranges from two to four weeks per year, based on years of city of Gilroy service. Employees accrue eight hours of sick leave each month. Employees receive 20 hours of personal leave time in July of each fiscal year which must be used during the fiscal year (pro-rated based on hire date). Records Technicians receive 6% of base salary as holiday pay in lieu of holidays off. Records Technicians may be eligible for shift differential pay depending upon assigned work hours. Records Technicians that are bilingual in Spanish/English may receive 5% bilingual pay following testing. Records Technicians are required to wear uniforms and receive \$41.67 monthly uniform allowance for the purchase of uniforms. Newly hired employees receive an initial uniform allowance of \$250.00 for the initial purchase of uniforms.

### Medicare/Social Security

Employees participate in Medicare (1.45% for both the employer and employee) as this is a mandated federal program. City of Gilroy does not participate in Social Security.

### Payroll

All City employees are paid monthly, on the last business day of each month via direct deposit.

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City Application Form – Candidates must complete the online CalOpps City of Gilroy application form for the position of Police Records Technician I and submit via the CalOpps system. Please prepare attachments prior to completion of the CalOpps application so that you may upload and attach them to your CalOpps submittal. Once you have the above items ready to upload, you can either scan them and attach them to your CalOpps on-line application and submit them electronically OR, if you do not have access to a scanner, you will need to mail in the application attachments to the City of Gilroy Human Resources Department for attachment to your application. ***These forms must be submitted electronically with your CalOpps application or must be received by mail by the Gilroy Human Resources Department to be included with your online application.***

Or mail them to:

**City of Gilroy  
Human Resources Department  
7351 Rosanna Street  
Gilroy, CA 95020**

## **NEXT STEPS**

**This position is open until filled.** Only the most qualified applicants with the most relevant experience and education will be invited to continue in the selection process. Candidates identified for further consideration will be required to submit criminal conviction information via a supplemental questionnaire. In addition, final candidates for the position are required to pass a background check, State of California Department of Justice criminal records check, required medical evaluation/testing, and drug screen, given at the City's expense, prior to appointment. If special accommodations are necessary at any stage of the selection process, please contact the Human Resources Department right away.

***Attention: Communication regarding your status in this recruitment process will be conducted via e-mail. Be sure to include an e-mail address on the employment application. Applicants are responsible for notifying Human Resources of any changes to an e-mail address and/or other contact information.***

**THE CITY OF GILROY IS AN EQUAL OPPORTUNITY EMPLOYER AND  
SUPPORTS WORKFORCE DIVERSITY.**