

## City of West Fargo Job Description

**Job Title:** Police Clerk  
**Reports To:** Office Supervisor  
**FLSA Status:** Non-Exempt  
**Job Grade:** 29  
**Department:** Police  
**Approved by:** Chief of Police  
**Date Prepared:** 26 November 2007

**Summary:** The Police Clerk works under the direct supervision of the Office Manager and is responsible for providing the communications link and operational support between the public and the various departments of the City of West Fargo. The Police Clerk Performs routine clerical and administrative work such as: answering phone, receiving the public, providing customer assistance, cashiering, data processing and bookkeeping. This is a civilian position and carries out responsibilities in accordance with the Department's policies and procedures and Federal and State Law and West Fargo Ordinance.

Work is usually performed on an assigned shift to include nights, weekends and holidays. Incumbent is given specific work instructions by supervisors on new assignments, but works independently in performing regularly assigned duties.

**General Duties and Responsibilities** include the following. Other duties may be assigned. Incumbent performs a variety of routine and complex, clerical administrative and technical work in receiving and disseminating information; keeping official records; providing clerical support for members of the police department; assisting the public; and assisting in the administration of the standard operating policies and procedures of the police department. The work performed requires sound judgment and decision making when determining appropriate action to take in a given situation.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Answers incoming administrative telephone lines and routes callers or provides information as required.
- Provide procedural and City code information to the public.
- Communicate with news media and the public in accordance with the department procedures.
- Issue permits, licenses and related forms and completes data entry of records in accordance with established procedures.
- Act as after hours call taker for the public works department to receive citizen's complaints/ requests for service and contact personnel for appropriate response.
- Receives the public and answers questions; responds to inquires from employees, citizens and others and refers , when necessary, to appropriate persons or agencies.

- Serves as cashier including receipting of payments, posting monies to appropriate accounts, and depositing receipts to the office manager.
- Receives, sorts and routes mail and other deliverables.
- Prepares correspondence.
- Performs computer back-up of department records management system.
- Takes court payments/fines in the absence of the Clerk of Court.
- Assists Detective Sergeant with offender registration program.
- Monitors individuals in the interview rooms, waiting areas and other public areas for proper conduct, safety and medical or other needs.
- Monitors building security and fire alarms systems and controls access to building.
- Assists officers and administration with requests for data retrieval as required.
- Operates radios as needed and assists in radio communications; operates base radio as required.
- Fingerprints applicants for permits and records checks and completes finger print cards for submission.
- Confirms warrants, restraining orders and other court orders for officers and other law enforcement agencies.
- Operates business and office machines including personal computer terminals, typewriters, copiers, FAX machine and calculator equipment.
- Inputs data in the computer from standard office and department forms.
- Completes, mails and maintains files of impound notification letters.
- Maintains business contact and alarm information and monitors alarms.
- Maintains logs and audit materials for CJIS, CWIS and NCIC computer systems; oversees the police department's use of these systems as the terminal Access Coordinator.
- Assists in the procurement of department materials and supplies.
- Maintains fleet maintenance program.
- Maintains licensing of voice and data radio communication systems.
- Oversees testing, maintenance and repair of public warning systems.

- Assists Clerk of Court with data enter of citations and other court documents.
- Exercises considerable independent judgment and personal initiative within the framework of departmental policies, and consults with management with regard to suggested procedural changes and innovative approaches.
- Responsibilities include operating TTY (telecommunications device for the deaf), EAS (emergency alert system), and related emergency communication equipment; Activation of early warning systems; maintains logs and records of calls received and nature and disposition of each dispatch; and transferring or referring calls to proper local, state, and federal agencies.
- Provides on-line direction and assistance to lower level employees; trains new employees.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Knowledge, Skills and Specific Abilities:**

- Some knowledge of accounting principals and practice.
- Knowledge of basic computers and electronic data processing.
- Knowledge of modern office practices and procedures.
- Knowledge of proper telephone techniques and etiquette.
- Knowledge of the names and locations of principle streets and buildings in West Fargo and surrounding communities in Cass County.
- Knowledge of the operation of communication and emergency service equipment.
- Knowledge of Department rules and regulations.
- Basic knowledge of police operations and procedures.
- Skill in verbal communication and interpersonal skills as applied to interaction with coworkers, supervisors, the general public, prosecutors, and investigators sufficient to exchange or convey information and to receive work direction.
- Ability to relate messages in an accurate and timely manner.
- Ability to work confidentially with discretion.
- Ability to operate computer terminal to enter and retrieve data.

- Ability to read, interpret, apply and explain codes, rules and regulations, policies and procedures.
- Ability to learn the computerized records system..
- Ability to function accurately while working under considerable pressure.
- Ability to establish and maintain effective working relationships with public safety officials, co-workers and the general public.
- Ability to count money, make change transactions, and produce handwritten receipts and other handwritten documents.
- Ability to perform work independently with oversight and general direction from an administrative superior and reviewed in the form of reports, conferences and effectiveness of services provided.
- Ability to cultivate genial relations with other city employees and staff for the purpose of promoting mutual trust and respect.
- Ability to refuse any favors or monetary rewards which may be offered for their service to the public so as to avoid placing themselves and the Department in a compromising position.
- Ability to work safely, including attending appropriate training on workplace safety, following safe work practices, identifying and reporting any unsafe work conditions, enforcing and promoting safe work practices and encouraging coworkers to support all areas of work safety

**Education/Experience:**

**Minimum Qualification:** Graduation from a senior high school or equivalent with a minimum of two years experience in computers and key boarding; must be at least 18 years old age; must possess sufficient typing speed to accomplish job requirements; must be able to pass a background investigation; and must be eligible to work in the United States.

**Language Ability:**

Must be able to read, write, speak and comprehend in English. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Math Ability:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:**

Ability to analyze situations to determine the proper course of action and perform multiple tasks quickly and calmly. Ability to understand and follow moderately complex oral and

written instructions and procedures. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Communication Ability:**

Communicate effectively verbally and in writing; speak clearly and concisely in a well-modulated voice and to use good diction; exchange information with other law enforcement officials; establish rapport with citizens; comfort emotionally upset persons; refer persons to agencies providing social services; contact higher level supervisors regarding problems; participate in meetings with other officers; coordinate activities with other agencies; perform special duties assigned by superiors.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of Word Processing software; Spreadsheet software; Payroll systems; Internet software; Human Resource systems; Database software; AS400; Mobile Data Computer and LINX software.

**Teamwork Orientation:**

Must possess strong teamwork orientation, with the ability to maintain effective working relationships with co-workers, representatives of other departments, organization and the general public as required.

**Certificates and Licenses:**

Current NCIC terminal operator license.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate to loud.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must successfully pass hearing exam upon receipt of a conditional employment offer. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee is regularly required to sit; use hands to handle or feel and talk or hear. Must possess the ability to hear and understand simultaneous conversations in a noisy environment. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl.

**Employment Disclaimer:**

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.