JULY 2026
FLSA: NON-EXEMPT

POLICE RECORDS TECHNICIAN

DEFINITION

Under general supervision, performs specialized technical and administrative work in the maintenance, management, processing, and release of confidential law enforcement records; ensures compliance with federal, state, and local recordkeeping requirements; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Performs a wide variety of general and/or specialized office support, technical and administrative support work for the Police Department; collects, indexes, processes, maintains, retrieves, copies, and distributes confidential law enforcement data and information; performs a variety of record keeping functions including processing police reports; receives and provides assistance to the public in person and over the telephone; serves as a liaison between the Police Department and various other local, state, and federal agencies; and provides other support and assistance to other non-sworn functions and activities of the Police Department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Performs a wide variety of technical and clerical duties in support of departmental operations, including those related to collecting, indexing, processing, maintaining, retrieving, copying, and distributing technical and confidential law enforcement data and information, including police reports, citations, protective orders, and subpoenas.
- Oversees and performs compliance monitoring of various computer network and database systems, such as CLETS.
- Enters, maintains, and retrieves data, reports, and information into and from a variety of automated law enforcement records systems; enters police reports and citations, including names, vehicle information, charges, property, dispositions, and classification of charges.
- Processes, reproduces electronically, scans, and distributes crime, incident, arrest, and accident reports, subpoenas, and related paperwork to various agencies, including departmental staff, other local and state law enforcement personnel, insurance companies, and other agencies and organizations; processes and distributes police reports to the District Attorney's Office for prosecution.
- Assists, provides information, and responds to questions and concerns from the general public, departmental staff, and other agencies in person and by telephone; forwards calls to appropriate personnel; takes and provides phone messages; responds to public inquiries for information

regarding police reports and other matters; ensures that the release of records follows state, federal, and local laws.
- Conducts background checks on individuals for outside law enforcement agencies; pulls and copies reports and other information as necessary.
- Processes traffic collision reports; pulls, copies, and reviews incoming reports.
- Processes and maintains traffic citations; enters citation information into system; copies citations for department files; sends original citation to Traffic Court.
- Maintains the integrity of the Department's Records Management System (RMS) by reviewing, scanning, indexing, entering, auditing, and maintaining police reports and related documents to ensure accuracy, completeness, and compliance with Department policies and applicable laws.
- Assists with police file and record management, including their destruction; shreds old files; assists in the implementation of file record management systems and programs.
- Processes towed vehicles; enters data from reports into the RMS system; sends notification letters to legal owners of vehicles.
- Performs general clerical duties including typing, distributing mail, and filing; types correspondence, reports, forms, statements, petitions, complaints, and other confidential and specialized documents from drafts, notes, dictated tapes, or brief instructions; composes letters and other documents as necessary. Compiles and totals police statistics, including spreadsheets
- Performs related duties as required.

QUALIFICATIONS

Knowledge of:

- Modern office procedures, methods, and equipment, including computers.
- Computer applications such as word processing, spreadsheet, and database applications.
- Law enforcement terminology.
- Public and agency desk procedures and methods for providing services and information, including those related to collecting, maintaining, and releasing information, files, and documents.
- Pertinent Federal, State, and Local laws, codes, and regulations, and department rules, policies, and procedures.
- Customer service principles and practices.
- Methods and techniques of proper phone etiquette.
- Principles and procedures of record keeping and filing.
- Mathematical principles.
- Basic principles of business letter writing and basic report preparation.
- English usage, spelling, grammar, and punctuation.
- Geography of the City of Sonora.

Ability to:

- Understand the organization, operation, and services of the City, the Police Department, and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general administrative and departmental policies and procedures.
- Use sound judgment in following and applying pertinent laws, regulations, policies, and procedures.

- Perform a variety of office support and clerical duties and activities of a general and specialized nature in support of departmental operations.
- Compile, maintain, process, and prepare a variety of records and reports.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person; exercise good judgment, and make sound decisions in emergency situations.
- Meet critical deadlines.
- Exercise good judgment in maintaining critical and sensitive information, records, and reports.
- Use applicable office terminology, forms, documents, and procedures in the course of the work.
- Organize and prioritize work assignments.
- Deal successfully with the public, in person and over the telephone.
- Understand and follow oral and written instructions.
- Operate and use modern office equipment, including a computer and various software packages.
- Operate specialized automated law enforcement information systems, including public safety computer systems, to access and maintain data.
- Type and enter data accurately at a speed necessary for successful job performance.
- Maintain confidentiality of records.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination of training and/or experience which is equivalent to:

- High School diploma or equivalent.
- Two years of general clerical experience that demonstrates a general aptitude for working with the public in a multi-task environment.

REQUIRED SPECIAL QUALIFICATIONS

- Possess or obtain a Notary Public commission within one year of employment.
- Possess a valid State of California Class C Driver's license.

WORKING CONDITIONS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions. Environment: Work is performed primarily in a standard office setting and at a public counter with extensive public contact and constant interruptions. Physical: Primary functions require sufficient physical ability and mobility to work in a office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information. Vision: See in the normal visual range with or without correction. Hearing: Hear in the normal audio range with or without correction.