

**RECORDS ASSISTANT
(INVESTIGATIONS)**

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position performs complex clerical support work and administrative tasks for the Detective Office of the Albany Police Department. The work performed is higher level in nature and requires good knowledge of the policies, functions and procedures associated with police investigations. Unique to this position is the ability to maintain strict confidentiality in the organization of records and reports of on-going investigations. The work involves responsibility for updating, maintaining and organizing records and reports for the Detective Office.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Performs administrative and clerical work in the maintenance of records and files;
- Assists in the retrieval and dissemination of police reports, case notes, investigation case notes, case management reports and other related documents;
- Collects and compiles information, data and statistical reports;
- Receives, sorts, indexes, and files investigation reports, police officer case notes, detective/investigation reports: including follow-up reports, community responses, and other various documents and materials associated with an investigation;
- Prepares reports to supervisory personnel on the status of cases;
- Transcribes statements and reports from audio files;
- Interacts with management and staff on a variety of complex, sensitive and highly confidential issues;
- Facilitates the coordination of investigatory efforts between Detective Units.
- Maintains detective office resource room to include, homicide and major crime binders, legal updates, training material, and general police information;
- Creates and reviews databases and spreadsheets;
- Enters data into a records management system in order maintain a case log and update case information;
- Updates and maintains personnel records including overtime and lost time reports;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of business English, spelling, grammar, and punctuation;
- Good knowledge of computer software programs/systems used in law enforcement agencies, and related equipment such as CAD/RMS and scheduling systems;

- Good knowledge of the fundamentals of modern office practices and procedures;
- Good knowledge of personal computers and office equipment;
- Good knowledge of office record keeping practices;
- Ability to work independently;
- Ability to make decisions on the basis of policy, laws, and regulations;
- Ability to use computer applications such as CAD/RMS, spreadsheets, word processing, calendar, e-mail and database software;
- Ability to understand and follow complex oral and written instructions;
- Ability to communicate clearly and concisely, both orally and in writing;
- Ability to enter data, maintain records, prepare reports;
- Ability to get along well with others;
- Ability to ensure maintenance of security and confidentiality of information;
- Resourcefulness;
- Tact;
- Good judgment;
- Accuracy;
- Attention to detail;
- Initiative;
- Physical condition commensurate with the demands of the position.

Minimum Qualifications

- A) Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree (or higher) in Office Technologies, Business Management or related field and one (1) year satisfactory full-time paid experience in an office environment; **OR**
- B) Graduation from high school or possession of a high school equivalency diploma and three (3) years of satisfactory full-time paid experience in an office environment; **OR**
- C) Any equivalent combination of training and experience as defined by the limits of (A) above.

SUBSTITUTION: Satisfactory completion of 30 credits* or one year of post high school experience at a college or business school may be substituted for one year of the required experience.