

**Town of Natick
Job Description**

Position Title:	Police Records Coordinator	Grade Level:	1
Department	Police	FLSA Status	Exempt
Reports to:	Division Commander		

Statement of Duties: The employee works under the direction of a Division Commander, Lieutenant. General duties include filing, customer service, working with state agencies and Town Departments. Incumbent is expected to have a high level of integrity due to the confidential nature of information exposed to.

Supervision Required: The employee must have a strong independent working knowledge of the Massachusetts Public Records Law while also adhering to department policies and procedures. The employee must be highly organized in order to effectively sort and compile the flow of information into and out of the department. It is incumbent on this employee to possess the ability to adapt and stay informed of evolving changes to public records laws.

Supervisory Responsibility: The employee does not exercise supervisory responsibilities.

Accountability: Errors and omissions in work could result in investigatory action.

Judgment: Work requires examining, analyzing, and evaluating facts and circumstances surrounding individual problems and situations of public records dissemination and determining actions to be taken within the limits of public records laws. Guidelines include numerous policies, practices, and precedents which may be complex or conflicting at time. Judgement is required to analyze specific situations and determine appropriate actions, such as omissions, exemptions and redactions.

Complexity: Work at this level involves different and normally unrelated processes and methods. The nature of the work is such that the determination of necessary steps and the sequence of their performance is a major part of the overall responsibility. While guidelines do exist, they do not cover all situations encountered, calling upon the incumbent to exercise ingenuity and creativity to achieve goals.

Confidentiality: The Natick Police Records Department deals with sensitive and highly personal information as a matter of routine operations. Confidentiality on all spoken, written, and acted upon matters shall be exercised at all times. It is imperative to be knowledgeable of laws and dissemination regulations of incidents pertaining to domestic violence and sexual assaults. This vigilance extends to where sexual assaults are kept; separate from all other files, under lock and key at all times. The importance of the employee knowing laws concerning domestic violence and sexual assaults and what information is releasable or not, is again of the utmost importance

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Work Environment: Work carried out in an office that is very busy, especially on a Monday or after a long holiday weekend where paperwork is heavy and the urgency to transmit reports to the court is first priority. While the position is sedentary in nature, it also requires a great deal of up and down for customer assistance and walking to and from other departments. Multi-tasking is mandatory as interruptions can be numerous at times due to phone calls, redirecting in-person visits for those coming in to speak with an officer to report a crime, mail and package deliveries, accommodating and assisting the needs of officers while picking up their cases for court, and other issues as they arise. Present is stress due to the need to achieve and abide by records request deadlines, as well as remaining aware and diligent to the sensitive nature of cases where discretion is of the utmost importance.

Nature and Purpose of Contacts: Employee is expected to meet and accommodate members of the FBI, Homeland Security, all branches of the military, ICE, and other private investigators for the purpose of record checks. Still other contacts are with attorneys, the press, and other media, as well as representatives of Federal and State agencies, and members of the public, for the purpose of records requests.

Occupational Risks: Most duties generally do not present occupational risk, with the exception of searching archives for old records and the need to do so with a ladder is almost always necessary. Transferring files from the Lektriever unit, which holds up to six years of case files that have to periodically be moved to archives to create space for newer cases, involves a fair amount of physical exertion.

Essential Functions:

The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment of the position.

The essential duties listed below include, but are not limited to the following:

- Keep current with Public Records Law.
- Keep current with the list of CORI approved agencies.
- Maintain records with discretion and sensitivity to confidentiality and the laws and regulations of the Commonwealth of Massachusetts.
- Facilitates the transmission and dissemination of arrest reports to the Natick District Court, the D.A.'s Office, and other law enforcement agencies as required. Based upon the crime charged determines the appropriate selection of accompanying documents to be submitted.

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- Determines manual file locations as relevant. Report transmissions include approved Motor Vehicle Accidents, Missing Persons Reports, Motor Vehicle Inventory Forms, Return of Service Forms, Warrants, Protective Custody Reports, Stolen and Recovered Motor Vehicle Reports, Section 12 Forms, Warrants of Apprehension, Abused Persons Notice of Rights Forms, Medical Evaluation Reports, Sexual Assault Reports (under confidential lock and key) Citation Tracking Forms. Maintain protocols in respect to the application of records maintenance that allows for the ease of locating historical data for years to come.
- Enters data from Civil and Warning Citations into Records Management System (RMS).
- Enter Restraining Order and Harassment Prevention order information into RMS based on court documentation. Keep information in the orders current due to modifications, terminations, and extensions.
- Receive and prepare all records requests for incidents, accidents, and arrests, via email, in person, U.S. mail, over the telephone, and through the town's online platform (FOIA Direct). Determine redactions as necessary and cite the appropriate exemption of the public records law that applies.
- Receive notices of upcoming cases. Enter information into RMS, notify the officer, and mail summonses.
- In constant contact with the Framingham Juvenile and Natick District Courts to schedule Motor Vehicle Hearing, Probable Cause Hearings, Trials, and Motions.
- Notify police officers of upcoming cases and changes as they arise
- Create and maintain the Court Calendar. Update the Court Calendar to reflect all changes, cancellations, and rescheduling. of upcoming Trial, Hearing, Motions, and Appeals as they arise.
- Enters results from the Motor Vehicle Hearings and Appeals.
- Liaison with Springwell Elder Services and The Department of Children and Families to provide history of specific cases as relevant.
- Primary contact with the District Attorney's Office for manual researching very old cases in archives. Archived cases are not captured in any computerized RMS.
- Maintain day-to-day operations of the Records Department. Includes determining

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supply of all relevant police forms, and tracking the inventory to determine and make orders as needed.

- Purchases and maintains inventory of supplies for the Records Department as well as for officers when requested.
- Primary contact to the public for in-person record requests, including determining the appropriateness and availability of such requests. Due to the nature of many of the requests, the encounters with the public, whether by phone or in person, can at times become contentious.
- Facilitates as becomes necessary the purging of files when space is needed. Extensive knowledge on records retention guidelines is needed to perform this task properly and efficiently. This is involved and time consuming as the application requires the type, age of, and status of those records to be destroyed. Once complete, the application is forwarded to the Commonwealth of Massachusetts Records Management Unit requesting destruction.
- Continuous records maintenance that allows for the ease of locating historical data and statistics.

Recommended Minimum Qualifications:

Education and Experience: or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- High School graduate required.
- Candidate for this position must have a minimum of three (3) years of experience in a Clerical or Administrative office environment.

Knowledge, Abilities and Skill

Knowledge:

- Extensive knowledge of office management and secretarial principles and practices, including computer operations.
- Extensive knowledge of Town By-Laws and regulations, policies, programs and operations of the Town government in order to perform diverse standardized and non-standardized assignments calling for a high degree of judgment and discretion to carry them out.
- Considerable knowledge of business English, grammar, punctuation and spelling.
- Considerable knowledge of and skill in stenography to take minutes of meetings and oral dictation from superiors with accuracy.

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Abilities:

- Ability to plan, organize and oversee the work of a very busy office.
- Ability to motivate, train and direct a clerical support staff.
- Ability to maintain confidentiality of sensitive information.
- Ability to establish and maintain harmonious relationships with a wide variety of persons, including public officials, fellow workers and citizens.
- Ability to communicate effectively with others, both orally and in writing.
- Ability to prepare statistical and technical reports.
- Ability to work with a high degree of independence, attending to numerous details and completing assignments on time.

Skill:

- Skill in the use of office equipment, including computer, typewriter, word processor, calculator and other pieces of equipment.

Physical and Mental Requirements

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 position's essential functions.

Physical Skills:

- There is little or no physical demand needed. The ability is required to lift up to 30 pounds.

Motor Skills:

- Duties may involve close hand-eye coordination and physical dexterity.

Visual Skills:

- Ability to read, see, and differentiate between colors.

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