



Charles County Sheriff's Office Job Description

Approved:

Date:

Job Title:	Station Clerk I
Section:	Communications Section
Division:	Support Services Division
Bureau:	Administration
Reports To:	Station Clerk Supervisor
FLSA Status:	Non-Exempt
Prepared By:	K. Burrows
Prepared Date:	April 2019
Salary Level:	Grade 6
Scale:	1

SUMMARY:

This **critical** position involves entry level work relative to the reception of visitors and receiving, routing, and transmitting information by way of computer terminal or other communication equipment. The employee is required to work a rotating schedule on an assigned shift. Assignments are performed according to established policies and procedures and applicable Federal Communications Commission (FCC) regulations. The employee receives general supervision from, and reports directly to, the Station Clerk Supervisor. Work is evaluated through observations, conferences, and reports.

ESSENTIAL DUTIES:

This is a generalized job description. Specific duties and responsibilities may vary, depending on the assigned location. Duties and responsibilities may be added, deleted or changed at any time at the direction of management, formally or informally, verbally or in writing.

Receive, from various input sources, information regarding emergency (911) and routine situations which may require police presence.

Enter appropriate information (situation, location, etc.) into the Agency Computer Aided Dispatch (CAD) system, ensuring proper incident category and level of response are indicated.

Forward information to the Police and/or Fire-Emergency Medical Service (EMS) Communications Section as quickly as situation deems appropriate.

Update new and relevant information into the CAD system event file as it is received.

Answer telephone calls for Agency personnel, transfer to appropriate person, or accurately take messages and make proper distribution.

Greet and assist visitors, sign in those visiting other parts of the assigned district station, issue appropriate level of visitors' badges, and monitor the sign in/out log.

Interact with assigned officers from all divisions of the Agency and the Town of La Plata Police units, through telephone or pagers.

Retrieve data from the CAD system for patrol officers and other Agency personnel.

Retrieve public information for citizens (accident information, incident numbers, identification of officer(s) who responded, etc.).

Process applications and respective payments from citizens requesting copies of police reports, explaining process to requestor; forward documents to the Records Management Section.

Inquire, update, and retrieve appropriate data from the Maryland Electronic Telecommunication Enforcement Resource System (METERS)/National Crime Information Center (NCIC) computer system.

Inquire into Maryland Vehicle Administration (MVA) computer files for information requests received from officers.

Provide pertinent information concerning vehicle ownership, current licensing status, insurance information, etc., to requesting officers through verbal communications and/or printed documentation.

Distribute interoffice mail and messages.

Update information posted in squad rooms and bulletin boards at assigned district stations.

Enter, maintain, and retrieve accurate vehicle impound information in the Agency computer system and file hard copy documents. Update and remove appropriate information from the computer system; ensure required documentation is provided to obtain vehicle release by an officer and attach copies to the storage card.

Process hit requests, responses, locates, and recovery teletypes on stolen vehicles, as necessary.

Respond to telephone inquiries from officers, Agency staff members, Maryland State Police (MSP), Maryland Transportation Authority (Bridge) Police, Naval Ordnance Station (NOS), and others.

Confirm wants and warrants on persons identified by officers as possible wanted subjects. Locate, retrieve, and pass along documents to officers for service; clear warrants from the Agency computer system and METERS/NCIC, as appropriate.

Fax warrants to serve as detainers to other law enforcement or detention facilities on wanted subjects.

Enter/update Interim Protective Orders after hours. Complete Return of Service for orders once they are served.

Respond to requests for information received from other counties, states, or district stations.

Coordinate with other law enforcement agencies, such as the Maryland State Police (to include their helicopter units), Maryland Transportation Authority (Bridge) Police, Prince George's County Police, St. Mary's and Calvert County Sheriff's Offices, to facilitate the capture of suspects or handle traffic related situations including severe accidents, funeral processions, etc.

Assist Police Communications personnel in obtaining additional assistance, as needed, from various other governmental and private agencies, to include, but not limited to, the Charles County Public Facilities, State Highway Administration (SHA), civilian towing companies, and local hospitals, when requested.

Order and maintain supplies for assigned district station.

Ability to work varying hours on a rotating schedule, to include evenings, midnights, weekends and holidays is required.

Attend and participate in training sessions and other meetings, as required.

Perform other related duties, as assigned.

SUPERVISORY RESPONSIBILITIES: N/A

QUALIFICATIONS:

Knowledge of the principles and practices, rules and regulations found in Standard Operating Procedures (SOP), and other manuals pertinent to the assigned job classification.

Must pass a typing test at a minimum of 25 words per minute.

Must pass various clerical skills tests, to include spelling, grammar, data entry, and 10-key tests.

Knowledge and experience with various levels of switchboard operations.

Ability to maintain alertness, memory recollection, and keep abreast of rapidly escalating events in regards to multiple situations.

Ability to learn names and locations of roads, buildings, and other landmarks in Charles County.

Skill in accurately entering and retrieving data from a variety of computer systems.

Ability to provide quality service to the officers of Charles County and surrounding law enforcement communities.

Ability to understand oral and written instructions, to speak effectively and articulately, and to demonstrate good listening skills.

Read, write, comprehend, and speak English in a clear, effective manner, using proper pronunciation, diction, and grammar.

Apply knowledge, experience, and reason to arrive at effective decisions during potentially critical situations and remaining calm under intense pressure while handling urgent situations.

Ability to utilize a high level of discretion, good judgement, and confidentiality.

Ability to maintain a high level of accuracy while performing a multitude of assigned tasks simultaneously.

Ability to organize and determine priorities of diverse assignments.

Ability to assimilate information from a variety of resources. Analyze, evaluate, and select, often with limited information, the best course of action.

Ability to learn and apply training provided by the Agency or designated agency.

Ability to comprehend, understand, and adhere to, at all times, Agency policies, procedures, rules, and regulations.

Ability to comprehend and retain old and new information, received both orally and in writing.

Ability to pass a comprehensive background investigation.

Ability to pass random drug screening.

EDUCATION and/or EXPERIENCE:

Graduation from a recognized high school or possession of a General Educational Development (GED) certificate recognized by the Maryland State Board of Education.

Must be able to be certified with Criminal Justice Information System (CJIS) for access into state and federal computer networks (METERS/NCIC).

One (1) year of computer and clerical experience which includes skills as a qualified typist, or, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

GENERAL CHARACTER REQUIREMENTS:

It is a business necessity that the employee, as a member of the Charles County Sheriff's Office, possess a history and exhibit the characteristics of honesty, reliability, integrity, and interpersonal skills.

Any criminal conviction/arrest may be grounds for disqualification.

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.

Communicate effectively and coherently with other Agency personnel and the public, either in person or by the telephone.

Work is performed in a multiple office setting with frequent interruptions.

Must sit for extended periods of time, answering the communications radio, the telephone, and operating computer equipment.

Enter and retrieve data from a variety of computer systems.

Read computer screens and be able to distinguish colors.

Exhibit and maintain professional decorum at all times.

Function in a structured organization with strict rules of conduct.

Establish and maintain effective working relationships with coworkers and supervisors.

Appropriately accept supervision, criticism, and evaluation.

Exhibit sensitivity to people from varying ethnic, religious, sexual, and socioeconomic backgrounds.

Deal tactfully, effectively, and equitably with people, both within and outside the Agency.

Manipulate keys and keyboards, file drawer latches, and file folders (locating, removing, inserting).

Must perform work in accordance with sound safety practices.

Must report for duty in a regular and punctual manner.

Must work on-call, overtime, and temporary assignments when deemed necessary by the Agency.

Comply with Agency policies and procedures as outlined in the Administrative and Operational Manual.

04/2019