



CITY OF SUNNYVALE
Department of Human Resources
505 West Olive Ave., Suite 200
Sunnyvale, CA 94086

<https://www.sunnyvale.ca.gov>

**INVITES APPLICATIONS FOR THE POSITION OF:
Public Safety Senior Records Specialist**

An Equal Opportunity Employer

SALARY

\$30.92 - \$39.46 Hourly \$64,317.14 - \$82,086.58 Annually

OPEN DATE: 10/09/18

CLOSE DATE: Continuous

THE POSITION

**PUBLIC SAFETY SENIOR RECORDS SPECIALIST
Regular, Full-Time Employment Opportunity**

This position is in the Department of Public Safety
(a combined Law Enforcement and Fire Agency)

This position is open continuous

Under direction, oversees and performs a wide variety of general administrative, technical, and clerical records support duties in the Records Division of the Department of Public Safety, including maintenance of records and files, critical time-sensitive data entry, processing of data and reports, providing support to sworn personnel, and providing information to the public, outside agencies and departmental staff; provides lead supervision to division staff; plans, prioritizes and assigns work; and, performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

The Senior Public Safety Records Specialist is the first line supervisory and advanced-journey level in the public safety records specialist series. This classification is distinguished from the lower level Public Safety Records Specialist I/II classifications in that the latter are the entry and journey levels in the series, while the former acts in a supervisory capacity over a given shift or function within a specialized assignment. Senior Public Safety Records Specialists oversee and perform complex, specialized record-keeping and clerical tasks using automated and manual systems. The work performed requires application of departmental procedures and utilization of local, regional, state and federal criminal record systems unique to law enforcement and the criminal justice system. **The Records Division is staffed on a seven day/week, 24 hour/day schedule, including weekends and holidays.**

ESSENTIAL JOB FUNCTIONS

(May include but are not limited to the following):

- Supervises, trains, directs and reviews the work of Public Safety Records Specialists; conducts performance evaluations; and, takes action to resolve work performance issues.
- Performs difficult work requiring an understanding of departmental and specialized functions.

- Inputs a variety of critical and general Public Safety related materials through law enforcement computer systems and checks output for accuracy.
- Conducts required California Law Enforcement Telecommunications System (CLETS) entries, modifications and cancellations in accordance with applicable laws, statutes, and Department of Justice requirements; prepares related paperwork for authorized release transactions.
- Carefully reviews computer data for accuracy; corrects errors within required timeframes to ensure compliance with state and local computer system mandates.
- Establishes and maintains systems to assure accountability and control.
- Maintains a system of files and records where discretion may be involved in assigning items to their proper location.
- Receives calls, supplies information involving facts and interpretation or makes appropriate referral.
- Provides authorized information to the public, other agencies, and other employees, both in person and by phone.
- Receives incoming warrants from the court and reviews to ensure that complete and accurate information is provided to officers, law enforcement agencies and the courts; prepares and distributes notifications for warrants to field officers for service; maintains accurate records and updates warrant status in computer systems; processes warrant bookings, collects and processes bail, sets court appearance date and time, and forwards to court of jurisdiction.
- Applies and uses law enforcement codes appropriately.
- Searches records to obtain information.
- Processes informal public records act requests.
- Conducts computerized fingerprinting of job applicants, employees and for other administrative functions.
- Maintains files for persons required to register for sex, narcotics and arson related offenses.
- Purges case files.
- Collects information from a variety of sources and compiles data for special and periodic reports.
- Processes, audits and cross-references materials related to data processing and payments.
- Prepares documents based on data obtained from records and other sources and processes in accordance with prescribed procedures.
- Prepares requisitions and partial receiving reports.
- Issues permits and licenses.
- Composes correspondence from instructions.
- May drive City vehicle in the course of duties.

WORKING CONDITIONS

Work is performed in a structured and stressful work environment. Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 15 pounds also is required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

MINIMUM QUALIFICATIONS

Education and Experience:

The minimum qualifications for education and experience can be met in the following way:

Graduation from high school or tested equivalent; AND

Two years of experience as a Public Safety Records Specialist I/II with the City of Sunnyvale or three years of clerical or technical experience in a related law enforcement records capacity in a criminal justice agency that would provide the required knowledge, skills and abilities.

Knowledge, Skills and Abilities

Working knowledge of:

- California law enforcement statutes and the most commonly used law enforcement terminology.
- Law enforcement codes, policies, and practices related to record keeping.
- CLETS and Criminal Justice Information Control (CJIC) computer systems and/or similar law enforcement data base systems.
- Computer applications, such as word processing, data entry, database access and/or standard report generation.
- Proper English grammar, punctuation and spelling.
- Office methods, procedures and equipment.
- Alpha and numeric filing and retrieval systems.
- Methods and techniques of clerical and financial recordkeeping.

Some knowledge of:

- Methods and techniques of supervision, training and motivation.

Ability to:

- Supervise, direct, coordinate, and evaluate the work of subordinate staff; effectively train staff in all aspects of records functions and assist with the development of staff training programs.

- Plan, prioritize and organize own work and the work of others.
- Perform technical and clerical work involving the use of considerable independent judgment and requiring speed and accuracy.
- Interpret, apply, and follow laws, rules, policies and procedures.
- Determine matters of confidentiality and handle them in the appropriate manner.
- Use discretion and apply good judgment in performing critical and confidential tasks.
- Make sound decisions within established guidelines.
- Seek clarification from appropriate sources when faced with lack of sufficient information to complete assignment.
- Complete lengthy projects and meet critical deadlines.
- Coordinate schedules, and establish and maintain logs.
- Input and retrieve material rapidly through a variety of computer terminals and check output for accuracy.
- Compose correspondence in a clear and concise manner.
- Proofread accurately and rapidly.
- Read, understand and review documents for accuracy and relevant information.
- Make accurate comparisons and computations.
- Perform basic mathematical calculations.
- Work with continuous and multiple interruptions and regain focus on task at hand following interruption.
- Follow complex oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Communicate effectively in person and by telephone.
- Operate a variety of office equipment.
- Establish and maintain effective working relationships.
- Work independently and as a member of a team.
- Respond to a variety of stressful situations while maintaining a calm demeanor.
- Provide customer service in a professional and tactful manner.
- Maintain work space in an organized, clean, and safe manner.
- Observe workplace rules and safety principles and work in a safe manner.
- Work in a highly structured environment where all communications and/or work may be recorded or documented.
- Type at a rate of 25 net words per minute.

Willingness to:

- Successfully complete a comprehensive personal background investigation.
- Work any shift, on any day, including irregular hours on short notice.

Licenses/Certificates

Possession and continued maintenance of a valid California class C driver's license and a safe driving record, or the ability to provide alternate transportation which is approved by the appointing authority.

APPLICATION AND SELECTION PROCESS APPLICATION PROCESS

If you are interested in this opportunity, please submit a City of Sunnyvale employment application and responses to the supplemental questions to the Department of Human Resources. Candidates are asked to fully describe any training, education, experience or skills relevant to this position. Electronic applications may be submitted on-line through the City's employment page at Sunnyvale.ca.gov or application materials may be submitted to: Department of Human Resources, 505 West Olive Avenue, Suite 200, Sunnyvale, CA 94086. Late or incomplete applications will not be accepted.

EXAM PROCESS

Applications will be screened based on the minimum qualifications of this position.

A typing certificate, dated within one year of your application, verifying your ability to type at least 25 net words per minute will be required if you are selected to participate in the exam process. Please note on-line typing tests are not accepted. For more information on how to obtain and submit a typing certificate, please [click here](#) or follow the link to <https://sunnyvale.ca.gov/civicax/filebank/blobdload.aspx?BlobID=25130>

SELECTION PROCESS

Any candidate selected by the hiring department will be required to successfully complete a pre-employment process, which will consist of a comprehensive background investigation, as well as medical exam(s) administered by a City-selected physician(s) before hire. Prior to starting work, all newly-hired employees will be fingerprinted to check conviction history. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose conviction history will result in refusal of employment or termination. Positions which are covered by the Department of Transportation regulations are required to submit to a pre-employment drug test and to random drug and alcohol testing.

INFORMATION ABOUT PROOF OF EDUCATION

Please note: Any successful candidate, selected by the hiring department will be required to submit proof of education (i.e. original copy of the diploma or college/university transcripts).

ADDITIONAL INFORMATION

Positions in this job classification are represented by the Sunnyvale Employees Association (SEA).

The information contained within this announcement may be modified or revoked without notice and does not constitute either an expressed or implied contract.

The City of Sunnyvale is an Equal Opportunity Employer. It is the policy of the City of Sunnyvale not to discriminate against all qualified applicants or employees on the basis of actual or perceived race, religion (including religious dress or grooming practice), color, sex (includes gender, pregnancy, childbirth, medical conditions related to pregnancy or childbirth, breastfeeding or medical conditions related to breastfeeding), gender identity and/or gender expression, sexual orientation (including heterosexuality, homosexuality and bisexuality), ethnic

or national origin, ancestry, citizenship status, uniformed service member status, marital status, family relationship, age, cancer or HIV/AIDS related medical condition, genetic characteristics and/or genetic information, and physical or mental disability. Applicants needing special accommodations for testing should submit a request to the Department of Human Resources at time of application.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<https://www.sunnyvale.ca.gov>

OR

505 West Olive Ave., Suite 200,
Sunnyvale, CA 94086

EXAM #18-00236

PUBLIC SAFETY SENIOR RECORDS SPECIALIST

SG

Public Safety Senior Records Specialist Supplemental Questionnaire

* 1. Instructions for completing the supplemental questionnaire:

This supplemental questionnaire will be a primary tool in the evaluation of your qualifications for this position. The supplemental information that you provide will be evaluated along with your completed application. Please limit your response to one page per question. In answering the question(s), be as specific as you can. Some questions may include multiple parts (i.e., (a), (b), (c), (d), etc.). Please make sure to address each part of each question in the supplemental questionnaire below.

Please be advised that you will be 'timed out' of this page after 30 minutes. Therefore, it is best to copy the supplemental questions that require text answers from this page into a document that you can save on your computer, produce your responses in that document, and then copy and paste the responses into the space provided below. Additionally, please save your work continuously.

The completed application and responses to supplemental questions constitute an examination. **Note: qualifying experience must be reflected on the job application form.**

Resumes may be attached, but they will not be accepted in lieu of completing the job experience section of the application or the supplemental questions. The information you provide will be used to further identify those applicants who are best qualified to continue in the selection process for this position.

Your responses to the questions that require you to detail your background and experience should include the following information:*

- The number of years of experience you have had performing the duties that you are describing;
- The name(s) and type(s) of organization(s) where you obtained such experience; and,
- Your role and specific responsibilities within the organization(s).

***Responses to the supplemental questions that indicate "see resume" are considered incomplete.** By checking the 'Yes' response below, I indicate that I have read these instructions for completing the supplemental questionnaire and in accordance with these instructions, I understand that written responses to the supplemental question(s) listed below are required, in order to evaluate my qualifications for this position and for my application to be considered complete.

Additionally, I certify that I have completed the following supplemental questionnaire on my own; the answers accurately reflect my training, education and experience; and, I understand that my responses are subject to verification.

Yes

No

* 2. Do you have a high school diploma or an equivalent (GED)?

Yes No

* 3. Do you have two years of experience as a Public Safety Records Specialist I/II with the City of Sunnyvale or three years of clerical or technical experience in a related law enforcement records capacity in a criminal justice agency that would provide the required knowledge, skills and abilities?

* 4. If you answered yes to the previous question, please describe your experience in the box below. If you answered no, please enter N/A in the box below.

* 5. Have you completed POST certified courses in Records Management?

Yes No

* Required Question