

City of Fort Worth, Texas Job Description

Classification Title	Data Reporting Technician		
Job Code:	CL5060	Job Family:	Clerical
Pay Grade	505	Date Reviewed:	06/21/15
FLSA Status	Nonexempt	Date Revised:	

GENERAL SUMMARY

Performs data entry into the Police Records Management System. Provides a wide variety of general customer services in support of the police department

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Returns telephone calls to citizens who have been victims of a criminal offense in order to document the specific offense or incident.
2. Determines elements of the crime as defined by the Texas Penal Code for use in a court of law.
3. Performs a variety of general clerical functions. Maintains and updates complex computer systems. Processes forms, reports, and prepares general correspondence. Researches computer generated files and records.
4. Responds to customer inquiries in a timely and efficient manner; resolves problems within area of assignment. Explains applicable policies and procedures.
5. Records type of offense, time of call, name of caller, service number of report and other pertinent information. Returns the call and obtain additional information.
6. Provides the citizens with the necessary information for police follow-up investigation.
7. Routes reports according to the Uniform Crime Reporting system to the appropriate Police Department divisions.
8. Transcribes police offense reports from officers from a digital transcription system.
9. Researches and retrieves information from terminal, backlog reports, files, cards and other documents for appropriate personnel.
10. Receives handwritten reports and prioritize input into the computer system. Ensures proper information is accurately noted.
11. Responds to questions and inquiries from the general public regarding program operations and methods used to transcribe pertinent report information.

12. Maintains detailed and accurate files and records of police offense reports and correspondence.
13. Performs related duties as required.
14. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Services and activities of a customer service program within the area of assignment.
 - Effective methods and techniques of customer service.
 - Principles and procedures of record keeping.
 - Principles and practices of data entry.
 - Methods and techniques of police offense report transcription.
 - Modern office procedures, methods and equipment including computer.
 - Requirements of the National Incident Based Reporting System.
 - Texas Penal Code.
 - Texas Crime Information Center.
 - Texas Law Enforcement Telecommunication System.
 - Criminal Justice Information Services.
 - Police Records Management System.
 - National Incident Based Reporting System.
- **Skill in:**
 - Attention to detail.
 - Sound decision-making.
 - Prioritizing work activities.
 - Operating assigned equipment.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Transcribe, prepare and compile narrative and statistical police offense reports.
 - Research and retrieve pertinent police report information.
 - Perform a variety of data entry functions in support of the Police Department.
 - Respond to requests and inquiries from the general public.
 - Maintain and update a variety of accurate files, records and reports.
 - Understand and follow oral and written instructions.
 - Communicate clearly and concisely, both orally and in writing.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

High school diploma/GED and two years of directly related clerical or data reporting experience.

OTHER REQUIREMENTS

None.

WORKING CONDITIONS

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.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

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 essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.