

CITY OF FIRCREST, WASHINGTON

POSITION DESCRIPTION



Class Title: Police Records Technician
Department: Police
Salary: \$4,645 - \$5,929 per month, DOE/DOQ
Overtime Eligible, Classified Civil Service

First Review of Applications: October 14, 2025

Position Open Until Filled

POSITION SUMMARY:

This position performs a variety of clerical, secretarial, and administrative duties in support of the Police Department, including maintaining accurate records, processing reports, and assisting with the exchange of information with courts, prosecutors, and other agencies. The Police Records Technician responds to inquiries, processes requests, and ensures timely access to information. The position also manages sensitive information, supports department communications and reporting, and assists with a variety of administrative functions that contribute to the efficient and professional operation of the Police Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following:

- Assists the public in person, by phone, or electronically regarding police-related inquiries, complaints, emergencies, and information requests; determines the nature and urgency of calls and coordinates appropriate responses.
- Assists in reviewing police reports for completeness, accuracy, and follow-up.
- Assists in maintaining case files in electronic and/or hard-copy formats; follows up on needed paperwork on active cases.
- Provides officers with timely access to critical information, such as warrant status, licensing checks, wanted persons, and other law enforcement data.
- Assists in recording and filing citations, infractions, and parking tickets; follow-up on all citations for inclusion with probable cause packets and case assignment; assists with ensuring cases are prepared and forwarded to prosecutors, the Court, or other agencies as required.
- Assists in preparing and processing case reports, warrants, protection orders, driving records, background checks, and other legal documents for use by prosecutors, courts, law enforcement agencies, mental health facilities, and victim services.
- Accesses various law enforcement databases to gather information necessary to perform daily duties, including FBI, WSP (ACCESS, Omnixx, and SECTOR), South Sound 911's netMenu (CAD, Global Name Inquiry, WebRMS, TRACED, and DOL State Interface), Pierce County Jail JMS, and Pierce County Sheriff's Office sex offender registry (OffenderWatch).
- Assists with preparing statistical and activity reports for the Police Chief, Sergeants, and City management, including data on patrol activities, citations, infractions, incident reports, sex offender registry, alarm permits, and vacation checks.
- Assist in the management of Axon equipment such as body cameras, tasers, and signaling

devices for proper functionality.

- Assists in the management and handling of body camera footage and files in Evidence.com, including redacting video footage for public disclosure requests.
- Maintains database of alarm permits and prepares letters for new alarm locations.
- Assembles records for public disclosure requests to be forwarded to the City Clerk.
- Performs the necessary tasks of filing and archiving records, adhering to the annual destruction process in accordance with City policies and state records retention schedules.
- Works with the Police Chief and Police Records Coordinator to prepare and disseminate accurate, timely, and informative communications to the community, including through social media, the City website, and other platforms.
- Assists with coordinating and participating in police outreach and community events, including creating flyers, brochures, and posters as needed.
- Draft letters for vehicle impounds, warnings, and other department-related activities.
- Coordinates with Information Technology staff and vendors to troubleshoot technical or system issues.
- Assists in developing, updating, and implementing departmental procedures, forms, and workflows; recommends improvements to enhance efficiency.
- Perform other related tasks in support of the Police Department and City operations.

AUXILIARY DUTIES:

An employee in this classification is expected to routinely perform other duties as assigned that would typically be performed by employees in this classification or lower.

DESIRED MINIMUM QUALIFICATIONS:

- Must be 21 years of age or older.
- Must possess, or have the ability to obtain, a valid Washington State Driver's License within 30 days of employment.
- Must have a driving history acceptable to the City, with no history of driver's license suspension or revocation in any state. *(Note: A driving record check will be conducted prior to hire.)*
- No felony convictions or disqualifying criminal histories.
- Must successfully pass a drug screening upon conditional offer of employment.
- Must pass a comprehensive background check.

Education and Experience:

- High School Diploma or GED equivalent; and
- A minimum of two (2) years of general office operations or records management experience, or a related field; or
- An equivalent combination of education and experience that provides the knowledge, skills, and abilities sufficient to successfully perform the required responsibilities of the position.

Necessary Knowledge, Skills, and Abilities:

- Some knowledge of modern law enforcement principles, procedures, techniques, and equipment.
- Knowledge of modern office practices and procedures and customer service techniques.
- Demonstrated proficiency in utilizing computers and software applications as required for the job, including Microsoft Office.
- Knowledge of business English usage, grammar, spelling, punctuation, and vocabulary.
- Ability to learn the applicable laws, ordinances, department policies and procedures, and General Orders.
- Ability to communicate clearly, effectively, and professionally, both verbally and in writing, at a level appropriate for efficient job performance.
- Ability to establish and maintain effective, professional working relationships with coworkers, supervisors, officials, vendors, other agencies, and the public.
- Ability to follow verbal and written instructions and demonstrate sound judgment and initiative.
- Ability to work under pressure with frequent interruptions and in stressful situations.
- Ability to maintain accurate records and organized files.
- Ability to perform detailed processes with accuracy and timeliness in a deadline-intensive atmosphere.
- Ability to tactfully handle and maintain confidential or sensitive records, information, and situations with sensitivity, tact, and diplomacy.
- Ability to learn the City's geography.
- Ability to obtain ACCESS Level II Certification within six (6) months of start date.
- Ability to exhibit a strong commitment to internal and external customer service.
- Ability to maintain predictable and regular attendance.
- Ability to maintain a positive attitude, strong work ethic, and sense of humor.
- Ability to interact with the public in a courteous, respectful, and professional manner.
- Ability to work collaboratively as part of the Police Department team.
- Some skills in the operation of most of the tools and equipment are listed below.

SUPERVISION:

Work is performed under the general supervision of the Police Chief with the support and guidance of the Police Records Coordinator.

TOOLS AND EQUIPMENT USED:

Work involves using a personal computer, Microsoft Office applications, other job-specific software, copiers, printers, calculators, a multi-line telephone system, fax machines, and other general office equipment.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

The following describes the typical work environment and physical demands required to perform the essential functions of this position successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Work is typically performed in a fast-paced office environment. Work involves moderate noise typical of an office environment, including ringing phones, multiple conversations, and operating office machines. Noise and hazards outside of a typical office environment are limited. There may be possible interactions with irate or difficult individuals.

Work involves sitting for long periods and the ability to talk or hear. Hand-eye coordination is necessary to operate computers and office equipment, and using hands is needed to reach, handle, grasp, feel, or operate objects, tools, or controls. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is occasionally required to stand, reach, walk, stoop, kneel, crouch, or crawl. The employee must occasionally lift or move up to 25 pounds. Employees will be required to wear safety protective gear when necessary.

SELECTION GUIDELINES:

The selection process may include a formal application, evaluation of education and experience, oral interviews, reference checks, and job-related testing.

ADDITIONAL INFORMATION:

The City is committed to complying with the Americans with Disabilities Act. Reasonable accommodation will be made as required to enable a person with a disability to perform the essential functions of this position.

Applicants who are offered employment will be required to provide proof of identity and authorization to work in the United States within three business days of the hire date, as required by the Immigration Reform and Control Act of 1986.

The City of Fircrest is an Equal Employment Opportunity Employer. We consider all qualified applicants for employment without regard to race, color, religion, creed, gender, national origin, age, disability, sexual orientation, marital status, veteran status, gender identity, or any other protected status under federal, state, or local law. Applicants who require reasonable accommodation during the application or interview process should contact the City immediately.

The City of Fircrest is a drug-free and tobacco-free workplace.

This job description does not constitute a contract of employment between the City and the employee and is subject to change based on organizational needs and job requirements. The duties outlined are intended to provide a general overview of the position and do not encompass all responsibilities. Employees may be required to perform other related duties as assigned by their supervisors. The omission of specific duties does not exclude them if the work is similar, related, or a logical assignment to the position.

BENEFIT INFORMATION:

The City of Fircrest offers a comprehensive benefits package designed to support the health, well-being, and financial security of its employees and their families. Benefits include:

- Medical, dental, vision, and orthodontia coverage for employees and eligible dependents.
- Retirement benefits through the WA State Department of Retirement Systems (DRS) with a choice of PERS Plan 2 or Plan 3 for general employees, or LEOFF Plan 2 for eligible law enforcement personnel.
- Voluntary participation in a deferred compensation program.
- Generous leave benefits, including 11 paid holidays, one personal holiday, vacation and sick leave accruals, and overtime options (as applicable).
- Employee Assistance Program (EAP) and a fitness reimbursement plan to support physical and mental well-being.

The City actively promotes employee wellness through various programs and initiatives, encouraging active participation in its employee wellness program. As a result of these efforts, the City of Fircrest is a proud recipient of the Association of Washington Cities Well City Award.