

CITY of AZTEC JOB DESCRIPTION

Job Title:	Clerk I/RTCC Operator
Department:	Police Department
Shift:	Mon-Thurs 40 Hours Per Week 4'10 Workweek
Pay Plan:	Level 6 \$16.09/hr
Exempt:	No
Reports To:	Police Captain
General Direction From:	Police Captain
Position Closes:	Open Until Monday July 8, 2026 @ 5:00pm

PURPOSE & NATURE OF JOB

Assists in the daily operation of the Police Department. Performs a variety of technical work in receiving, retaining, and storing highly confidential critical documents required by City, State, and Federal law pertaining to all Police related records. Provides clerical and technical support related to police records, public information requests, data entry, redaction, and real-time crime center operations. Serves as critical support resource for sworn personnel by providing accurate records, monitoring and processing information from multiple law enforcement databases and technology systems, assisting with intelligence and situational awareness functions, and ensuring timely dissemination of information. Considerable public contact, both by telephone and in person, is involved. Must have the ability to deal with the public in various situations is essential. Work requires attention to detail, confidentiality, sound judgement and the ability to work in a fast-paced environment involving sensitive law enforcement information.

ESSENTIAL DUTIES

Police Clerk Functions:

- Assist in processing and disseminating police reports, citations, warrants, arrests, incident reports, accident reports, and other department records to the appropriate entities.
- Enter, update, and retrieve information from records management systems (LERMS), computer-aided dispatch (CAD) systems, and other law enforcement databases.
- Respond to requests for public records in accordance with applicable laws, regulations, and department policies.
- Assist citizens, law enforcement personnel, attorneys, insurance representatives, and other authorized individuals regarding records requests and department services.
- Prepare and/or assist in correspondence, reports, forms, and statistical data.
- Maintain filing systems and records retention schedules.
- Collect and process fees associated with reports, permits, and other department

services in accordance with policies and procedures.

- Answer telephones, greet visitors, disseminates phone messages, acts as primary contact for the citizens and provides customer service to the public and department personnel.
- Must be able to communicate effectively with the public, maintain a good working relationship, and maintain self-control in stressful situations.
- Support accreditation, audits, and compliance-related activities.
- May be asked to assist the evidence technician as directed.
- Must have an understanding/working knowledge of the Public Records Act (IPRA).

Real Time Crime Center (RTCC) Functions

- Monitor RTCC systems, cameras, software platforms, and law enforcement technology resources.
- Receive and process requests for information from sworn personnel during active incidents and investigations.
- Conduct real-time information gathering and research using authorized law enforcement databases and technology systems.
- Monitor crime trends, suspicious activity reports, calls for service, and other intelligence information.
- Assist in locating, organizing, and disseminating information that supports officer safety and operational decision-making.
- Review and compile data from surveillance systems, license plate reader systems, mapping platforms, and other approved technologies, as directed.
- Create and distribute informational bulletins, intelligence summaries, and situational awareness reports.
- Document RTCC activities, requests, and operational actions.
- Maintain confidentiality and security of criminal justice information.
- Assist with quality assurance and maintenance of RTCC records and information systems.
- Support special events, critical incidents, emergency operations, and major investigations as assigned.

RESPONSIBILITIES

Supervision: None

Public Contact: Some recurring routine contacts with the public or workers in other departments require the exchange of factual information or explanation. Requires frequent contact with the public at the police department, and correct decisions must be made as to the type of assistance needed, who should give that assistance, and release only the records that meet the public records act.

Budget: None

Other: Must be able to prioritize work and be able to work independently, with little supervision.
This position performs work involving sensitive and confidential law enforcement information. Employees must exercise discretion,

maintain confidentiality, and comply with all applicable federal, state, and local laws governing criminal justice information systems.

Employees may be required to successfully complete specialized training related to records management systems, criminal justice databases, intelligence gathering, public records laws, and real-time crime center technologies.

This job description is intended to describe the general nature and level of work performed by employees assigned to this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications. Management reserves the right to modify, assign, or reassign duties as operational needs require.

GENERAL INFORMATION

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MINIMUM JOB QUALIFICATIONS / REQUIREMENTS

- Must be able to pass a pre-employment physical and drug screen.
- Must be eligible for access to criminal justice information systems
- Must have a valid driver's license.
- May be subject to random drug/alcohol testing as per city policy.

Education: High School diploma or GED

Experience: Must be detail-oriented, possess excellent customer service skills, be able to maintain self-control in stressful situations, and be able to multi-task. 1-3 years of similar job-related training/experience preferred. Typing skills 30 wpm; basic computer knowledge and 2 years of secretarial/clerical experience preferred. Prior experience working with a law enforcement department is preferred.

Knowledge: Knowledge and experience in LERMS, Mobile, Merge and other New World based systems and the crash reporting software and

the TraCS program is preferred. Ability to learn and implement intelligence software as directed.

Certificates/Licenses: May be required to obtain NCIC Certification within 12 months of hire. May be required to attend training to meet certain proficiencies or other state or local requirements, including but not limited to CJIS security awareness training and additional state or federal certifications related to the position.

Recertification: N/a

Use of Tools and/or Equipment: Must be able to operate several different pieces of office equipment including but not limited to computers and various software programs, fax machines, copiers, city click scan system, and other programs/systems used as directed.

Must possess skills in the operation of a computer including Equipment: word/data processing specifically Windows, and Microsoft Excel and Word. Skill and proficiency in operation of mainframe computer terminal; copy machine; fax machine; calculator, and motor vehicle

WORK ENVIRONMENT

Physical Demands:

- Ability to sit for extended periods
- Ability to operate a computer, keyboard, mouse and standard office equipment
- Ability to read and interpret written and electronic information
- Ability to communicate clearly in person, by telephone or through electronic means
- Ability to occasionally lift and carry office materials weighing up to 25 pounds
- Ability to perform repetitive movements associated with computer use
- Frequent use of computers and multiple monitors · Continuous viewing of digital information, video footage, etc.
- Possible exposure to graphic, disturbing or emotionally sensitive information, images, videos and law enforcement reports
- Possible exposure to stressful or emergency situations requiring timely decision-making and information processing
- Moderate noise level; typical of an office

Hazards:

- While performing the duties of this position, the employee may be exposed to
- Sensitive, confidential, and restricted law enforcement information.
- Graphic, disturbing, or traumatic materials, including crime scene photographs, surveillance footage, body-worn camera recordings, reports involving serious injury, death, violence,

abuse, or other critical incidents

- Emotional stress is associated with monitoring and processing information related to criminal activity, emergencies, public safety incidents, and investigations
- Frequent interruptions, high workloads, and time-sensitive assignments requiring accuracy under pressure
- Prolonged periods of computer use, which may result in eye strain, repetitive motion injuries, and physical fatigue
- Multiple computer monitors, video surveillance systems, and audio monitoring equipment for extended periods
- Exposure to verbal confrontations, upset individuals, or difficult customer interactions when assisting the public or responding to records requests
- Potential secondary exposure to traumatic events through review of reports, videos, photographs, intelligence information, and real-time incident monitoring
- Exposure to law enforcement communications, radio traffic, and emergency response activities that may involve stressful or rapidly evolving situations Occasional exposure to evidence, property, records, or materials that may have been in contact with hazardous substances; appropriate safety procedures and personal protective equipment will be utilized when necessary.
- Potential exposure to communicable illnesses through interaction with employees, visitors, detainees, or members of the public.

Exposures:

Possible exposure to graphic, disturbing or emotionally sensitive information, images, videos and law enforcement reports.
Possible exposure to stressful or emergency situations requiring timely decision-making and information processing.
Moderate noise level; typical of an office.