



TOWN OF MENDON
Police Department
22 Main Street
Mendon, Massachusetts 01756

David H. Kurczy
Chief of Police

Police Records Clerk
Job Description

Position Summary

The Police Records Clerk performs responsible administrative and clerical work involving the maintenance, processing, retention, release, and analysis of police records and related documentation. The position supports daily police operations through records management, public assistance, court coordination, operational reporting, and compliance with state and federal laws, regulations, and department policies. The employee regularly interacts with police personnel, outside agencies, court officials, and members of the public while handling sensitive and confidential information.

Essential Duties and Responsibilities

- Screens incoming phone calls, mail, correspondence, walk-in inquiries, and requests for police services or records; provides assistance when appropriate or refers matters to the appropriate personnel or agency.
- As assigned to the department Information Center, facilitates emergency and non-emergency services for walk-in visitors by gathering information, directing individuals to appropriate resources, and ensuring timely communication with sworn officers, dispatch personnel, or outside agencies when necessary.
- Responds to requests from the public, attorneys, insurance companies, courts, and outside agencies for copies of police reports, accident reports, and related records in accordance with department policy, CJIS requirements, and Massachusetts Public Records Law.
- Processes and manages public records requests, including preparing responses, coordinating extensions of time, calculating and collecting applicable fees, maintaining request documentation, applying statutory exemptions, and assisting with petitions, denials, or appeals when necessary.
- Performs records management functions including entering, reviewing, updating, filing, retrieving, and maintaining police reports, accident reports, criminal case files, court documentation, and related records within department systems and databases.
- Maintains court related records and scheduling by coordinating officer court appearances, preparing court files, and ensuring records and supporting documentation are available for scheduled proceedings.

- Receives notifications and requests from the District Attorney's Office and other criminal justice agencies regarding subpoenas, hearings, warrants, criminal cases, or related matters; notifies appropriate personnel and prepares requested records or documentation.
- Utilizes law enforcement technology platforms including Public Safety Records Management Systems, court tracking systems, body-worn camera systems, in-house video systems, telephone and 911 records systems, radio communication records, and police radio equipment in support of daily operations, records management, and information retrieval.
- Assists with the preparation, maintenance, analysis, and reporting of department data, operational statistics, records related analytics, accreditation reporting, grant reporting, and other administrative or operational reporting requirements.
- Maintains confidentiality and security of criminal justice information and sensitive records in accordance with CJIS requirements, department policy, and applicable laws and regulations.
- Performs similar or related duties as required or assigned.

Knowledge, Skills, and Abilities

- Knowledge of office procedures, records management practices, criminal justice information systems, court procedures, records retention requirements, and Massachusetts Public Records Law.
- Ability to interpret and apply applicable laws, regulations, policies, procedures, and exemptions related to criminal justice records, public records requests, and confidential information.
- Ability to maintain strict confidentiality and professionally handle sensitive or restricted information.
- Strong organizational skills, attention to detail, and ability to manage multiple assignments and priorities in a fast-paced environment.
- Ability to communicate effectively and maintain professional working relationships with department personnel, outside agencies, municipal departments, court officials, and members of the public.
- Ability to exercise sound judgment, initiative, and independent decision making within established policies and procedures.
- Ability to prepare, maintain, organize, analyze, and report operational, statistical, and administrative data using various records management, reporting, and data entry systems.
- Proficiency with Microsoft Office products, records management systems, law enforcement software applications, and technology platforms including police radio systems, body-worn camera systems, video management systems, and related public safety technologies.
- Ability to adapt to changing technology, software platforms, reporting requirements, and operational procedures.
- Ability to obtain and maintain CJIS compliance and other required certifications or department training.

Minimum Qualifications

- High school diploma or GED required.
- Prior clerical, administrative, customer service, records management, or municipal experience preferred.
- Experience working in law enforcement, public safety, court systems, or municipal government preferred.
- Ability to pass a background investigation and maintain access to criminal justice systems and confidential information.
- Must possess, or have the ability to obtain upon hire through department approved training, CJIS Certification, Massachusetts Public Records Law training, and other required law enforcement or records management related certifications.
- Valid driver's license may be required.

Supervision Received

Works under the general direction of the Chief of Police or designee and in accordance with established department policies, procedures, rules, regulations, and general or special orders.

Supervision Given

None.

Job Environment

Work is performed in a moderately busy and frequently interrupted office environment with regular interaction involving police personnel, court officials, outside agencies, and members of the public regarding police services, accidents, criminal cases, records requests, and related inquiries.

The position requires the operation of computers, records management systems, body-worn camera and video management systems, telephones, police radio equipment, printers, copiers, scanners, calculators, and other standard office equipment.

Communication occurs in person, by telephone, police radio, in writing, by mail, and occasionally through electronic communication methods including e-mail.

The position requires the handling of sensitive, confidential, and criminal justice information in accordance with department policy, CJIS requirements, and applicable laws and regulations. Employees may be required to work under stressful conditions and manage multiple priorities simultaneously.

Physical Requirements

The employee must be able to sit for extended periods, operate standard office equipment, communicate effectively, and occasionally lift or move office files, records, and office supplies.