



**JOB ANNOUNCEMENT  
CITY OF TROY, AL  
INTERNAL/EXTERNAL**

**CLASSIFICATION TITLE: RECORDS CLERK-Police Department**

FLSA DESIGNATION: NON-EXEMPT, CLASSIFIED

OPENING DATE: June 18, 2026

CLOSING DATE: June 24, 2026

SKILL LEVEL: 8

**SUMMARY DESCRIPTION:**

Under direct supervision of the Captain of Administrative Services and the Chief of Police. This position performs a wide variety of responsible, confidential and complex administrative, technical, and clerical duties for the Captain of Administrative Services and Chief of Police. They act as liaison with City Departments, Management Team, outside agencies and the general public; and ensures the efficient operation of Records Division of the Troy Police Department.

**REPRESENTATIVE DUTIES:** Under the Direction of the Captain Administrative Services:  
*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Process information requests.
2. Provide investigators, other police personnel, court administrators, and others with incident/offense reports.
3. Provide accident report to insurance companies.
4. Provide authorized criminal and traffic record checks from for our agency.
5. Direct other law enforcement agencies to appropriate personnel.
6. Perform receptionist and customer service duties.
7. Answer telephone and greet visitors, provide information and assistance, take messages, and refer to appropriate personnel.
8. Makes copies and collects related fees.
9. Perform data entry duties.
10. Edit incident/offense for proper codes and compliance with state regulations.
11. Edit incident/offense and accident reports.
12. Process all reports for final storage.
13. File original reports in secure records area.
14. Perform clerical duties.
15. Ensure compliance with state and federal records retention laws.

16. Retrieve information from the Computer Aided Dispatch system.
17. Prepare statistical reports.
18. Destroy records according to state law and division rules and regulations.
19. Demonstrate punctual, regular and reliable attendance.
20. Complete required reports.
21. Duties may change or vary at the discretion of the Chief of Police for the City of Troy.

## **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of basic operations of the Police Department.  
 Knowledge of policies and procedures of the Police Department.  
 Knowledge of principles of letter writing and basic report preparation.  
 Knowledge of principles and practices of customer service.  
 Knowledge of English usage, spelling, grammar, and punctuation.  
 Knowledge of office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.  
 Ability to perform responsible and difficult clerical and administrative support services involving the use of independent judgment and personal initiative.  
 Ability to understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.  
 Ability to respond to requests and inquiries from the general public.  
 Ability to interpret and apply administrative and department policies and procedures.  
 Ability to independently prepare correspondence and memoranda.  
 Ability to work independently in the absence of supervision.  
 Ability to operate office equipment including computers and supporting word processing, spreadsheet, and database applications.  
 Ability to communicate clearly and concisely, both orally and in writing.  
 Ability to establish and maintain effective working relationships with those contacted in the course of work.

**MINIMUM QUALIFICATIONS** – *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

1. Full NCIC certification preferred.
2. High School Diploma from an accredited high school or GED. Must have a valid Alabama Driver's License, a good driving record.
3. Must submit to and pass a pre-employment physical, and drug and alcohol screening.
4. Prior to employment offer, position subject to satisfactory background check.

## **MINIMUM REQUIREMENTS TO PERFORM ESSENTIAL FUNCTIONS:**

The following requirements are normal for this classification. Specific requirements may not apply

to all positions within this classification, but are determined by the normal requirements for the particular position.

<b>Essential Physical Abilities</b>
Work is primarily performed in an office setting, with exposure to computer screens.
<b>Supervisory Control</b>
The Captain of Administrative Services assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.
<b>Guidelines</b>
Guidelines include City of Troy Personnel Policies and procedures, benefits policies and procedures, the Risk Management Manual, and the City of Troy Core Values. These guidelines are generally clear and specific, but may require some interpretation in application.
<b>Complexity</b>
The work consists of Captain of Administrative Services related duties. The large number of policies, procedures, laws and regulations to be followed contributes to the complexity of this position.
<b>Scope &amp; Effect</b>
The purpose of this position is to provide support to the Captain of Administrative Services and to ensure the department runs smoothly. Success in this position results in greater effectiveness of the Police Department processes and services.
<b>Personal Contacts</b>
Contacts are typically with employees, co-workers, city departments, support agencies, and members of the general public.
<b>Purpose of Contacts</b>
Contacts are typically to give or provide information, gather information, and provide services.
<b>Work Environment</b>
The work is typically performed in an office setting.
<b>Supervision Exercised</b>
None

NOTE:

Statements included in this description are intended to be representative of the duties and responsibilities of this job and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included. This job may also require meetings outside of normal business hours or work on weekends and evenings. Some travel required.

Successful applicant is required to pass physical examination and drug test, and have a valid Alabama Drivers' License. Position is subject to satisfactory background check.

IF YOU BELIEVE THAT YOU ARE QUALIFIED FOR THIS POSITION AND WOULD LIKE TO COMPLETE AN APPLICATION, BLANK APPLICATIONS ARE AVAILABLE FROM:

Human Resource Department  
301 Charles W Meeks Drive  
Troy, Alabama 36081

RESUMES WILL NOT SUBSTITUTE FOR AN APPLICATION. APPLICATIONS WILL REMAIN ON FILE 6 MONTHS FROM CLOSING DATE.

*The City of Troy is an Equal Opportunity Employer.*