Upper Darby Township Police Department

Office of the Superintendent

Job Description – Community Affairs Clerk

Position Title: Community Affairs Clerk

Department: Police

Division: Administration

Position Concept

The Community Affairs Clerk is a civilian, non-sworn employee who is responsible for the considerable paperwork burden related to the duties of the Community Affairs Officer. This position is not part of a collective bargaining unit. This clerk has no police powers and works approximately 20 hours per week.

Rank and Assignment

The Community Affairs Clerk is assigned to the Community Affairs office. There are no ranks within this job classification, nor is there any variation in assignment.

Primary Responsibilities

The Community Affairs Clerk is responsible for performing clerical functions related to towed vehicles, abandoned vehicles, PennDOT documents, handicapped parking assessments, and community safety education. The clerk also maintains the cleanliness of the office. The clerk routinely interacts with the public, Township Officials, and other police personnel in person and over the telephone.

Major Duties

Specific duties of Community Affairs clerk include:

- Answering telephone calls incoming to the Community Affairs Office and greeting visitors who enter the sub-station.
- Directing callers and visitors to the appropriate person, or department, to receive services not available in the Community Affairs Office.
- Maintaining the database of towed vehicles and serving as the initial point of contact for the various towing vendors to ensure that towing records match up.
- Prepares the various versions of the Pennsylvania 952 Form for each abandoned auto case as required by state law.

- Creates or amends all abandoned auto reports in the police records management system. Ensures that duplicates are found and reports are in good order.
- Prepares and mails a certified letter to the owner of all vehicles under investigation for potential abandoned status.
- Prepares all seized driver's license cards and vehicle registration plates to be shipped back to PennDOT offices in Harrisburg. This involves a Pennsylvania DL 640 form and a certified mailing.
- Scans the State Accident Report system for cases that involve towed vehicles. After ensuring that they are in the towed vehicle database, efforts are made to ensure proper disposition that are reflective of Township duties.
- Retired Officer Files are maintained by the Community Affairs Clerk.
- Prepares Handicapped parking surveys for Township action.
- Prepares Traffic studies and surveys for Township action.
- Prepares literature for distribution at schools and other community education events.
- Cleaning, stocking, vacuuming, and trash removal as needed for the office.
- Carrying out other duties and functions as assigned, or otherwise directed, by Police Supervisors and Administration.

Position Requirements

- High School Diploma or its equivalent.

- Basic computer knowledge to the point of data processing and software navigation.

- The ability to maintain absolute confidentiality at all times with regards to the law enforcement environment.

- Superior organizational skill and the ability to effectively communicate critical and/or time sensitive information.

- Prior experience in, or exposure to, law enforcement concepts is highly desired.

- Pass a complete background investigation.

Immediate Supervisor

The Community Affairs Clerk reports to the Community Affairs Officer and the Sergeant of Operations. The clerk position is managed by the Captain of Administration.

Other Information

- The Community Affairs Clerk is considered a part-time employee with a regular 4-hour shift assignment.

- The Community Affairs Clerk is expected to present a neat and professional appearance while on duty. Any required article of clothing will be issued by the department.