Position Title: Support Services Specialist (Records)
Department: Police Department
Supervisor: Support Services Manager
FLSA Status: Non-Exempt, Regular Full-Time
Grade: HMEA 3
Salary: $19.71 to $26.46 per hour
Hours of Work: 8:00 am to 4:30 PM

POSITION OBJECTIVE

To insure the prompt and accurate processing of police records, and provide support services relating to the police department.

ESSENTIAL JOB FUNCTIONS

The tasks and responsibilities for this position include but are not limited to:

- Classify (code), process (data entry) into records management system.
- Route documents to proper persons or agencies.
- Accurately prepare and submit criminal case files and citations to the city and/or county attorney for prosecution.
- Frequent interaction with external agencies and customers to provide basic information, including answering the phone or assisting customers at the front window.
- Transcription typing according to needs and priorities.
- Process incoming/outgoing mail.
- Ensures Criminal Justice Reporting System (CJRS) data integrity in accordance with NCIC and BCA standards.
- Compile and generate various requested and required reports and statistical reports as needed.
- Process data requests in accordance with state and federal data privacy requirements.
- Monitor CCTV of in custody persons.
- Monitor security system and access points.
- Query various databases for criminal history, vehicle & driver records for criminal case files and background investigations.
- Enter, modify and/or clear hot file (stolen/missing) records in NCIC.
- Enter detention registers into the Department of Corrections (DOC) database.
- Monitor and respond to radio traffic on secondary radio channel.
- Performs other duties and assumes responsibilities as apparent or assigned.
REQUIRED KNOWLEDGE, SKILLS AND/OR ABILITIES

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required.

- Excellent grammar, spelling and English composition skills.
- Must be able to communicate in English clearly, effectively and tactfully in written and oral form.
- Ability to communicate with empathy and tact to customers experiencing high stress or negative emotions.
- Ability to type 35 wpm (minimum corrected).
- Knowledge of general office procedures.
- Ability to effectively operate all equipment related to the position, including but not limited to personal computer, word processing software, transcriber, typewriter, fax and copier.
- Ability to make non-routine choices within established precedent, considering objectives under limited supervision.
- Ability to perform simple troubleshooting or analysis.
- Ability to research, assemble information and prepare reports and studies.
- Demonstrate strong organizational skills.
- Ability to exercise initiative, discretion, confidentiality.
- Ability to use independent judgment within established procedures and guidelines with limited supervision.
- Ability to work effectively under pressure and to competently handle a number of different tasks in a single period of time under deadlines on a continuous basis.

MINIMUM QUALIFICATIONS

- High School diploma or equivalent.
- Two years responsible office experience or combination of equivalent education/training/experience required to perform the work.
- Word processing proficiency of 35 wpm, corrected.
- Must be able speak and write English clearly.
- Must have ability to read and discern visual images on a variety of media including color and monochrome monitors.
- Proficiency with computer and various software applications including Microsoft Word, Excel and Outlook.
- Experience in dealing directly with the public in person or by telephone.
- Must be able to pass criminal background investigation.
DESIRED QUALIFICATIONS

- CJIS certification.
- Experience in law enforcement or legal environment.
- Knowledge/experience with LETG records management system.
- Post-secondary education in related field.
- Knowledge of various federal/state/other agency regulations and policies including MN Data Practices, which require department compliance.
- A thorough working knowledge of police operations.

Job Description Supplement
Work Environment

Works in office that is well lighted and temperature controlled. Area includes desk, personal computer(s), telephone and files. Printer, copier, fax machine and files are centrally located. There are distracting noise levels due to office machines, phones, police radios, and conversations. The office is secured from public access.

Physical Demands (essential to job)

Sitting
At desk.

Standing
At front window, copier, fax, filing.

Repetitive Movements
With hands/wrists on keyboard.

Sight
Reading reports, computer screen.

Hearing
Transcribing reports, answering phones, dealing with public in person.

Speech
Answering phones, dealing with public and staff. Speaking clearly with officers over radio.

Communication
Communication with people under stress and negative emotions.

Interuption
Position answers phone and walk-ins.

Lifting
Supplies and packages, files.

Walking
To and from the copier, fax, files, storage room, front window, offices.

Reaching
Retrieving files, obtaining supplies.

Pulling/Pushing
Filing.

Grasping
Operating writing instruments, retrieving documents.

Twisting/Turning
At desk while operating computer and gathering information from documents for data entry.

Kneeling
Filing/retrieving documents.
## Environmental Conditions

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Noise</td>
<td>Constant general office noise with occasional high levels due to police radios, printer, vacuum, conversations, garage door opening, pistol range.</td>
</tr>
<tr>
<td>Fumes</td>
<td>Infrequently, exhaust fumes in the garage areas, strong cleaning agents used by the cleaning personnel.</td>
</tr>
<tr>
<td>Dust</td>
<td>High levels of paper dust.</td>
</tr>
<tr>
<td>Non-sterile</td>
<td>Infrequently, body contact with searches of prisoners.</td>
</tr>
<tr>
<td>Chemicals</td>
<td>Changing copier, printer, and fax toner. Cleaning supplies as necessary.</td>
</tr>
</tbody>
</table>