

JOB TITLE: POLICE RECORDS SPECIALIST	CLASS CODE:	FLSA STATUS:	DEPARTMENT: POLICE
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GENERAL STATEMENT OF DUTIES: Performs public contact and administrative support functions for the Police Department.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class answers the Police Department telephone line and assists citizens with requests for departmental information and services, as well as dispatching officers for service. The employee is also responsible for the processing, collection and storage of law enforcement records, reports and information. The employee reviews and enters a wide variety of records and data into computerized data bases as well as maintaining manual records and compiles data for state and federal reports. The employee also serves as the Terminal Agency Coordinator (TAC) for the DCI system within the department. Work requires knowledge of federal and state guidelines or internal departmental procedures for the processing and storage of criminal records and evidence. Work also requires ability to operate computer terminal and enter data into data base software and to maintain calm when providing information to officers. The employee is expected to follow standard processes and to assure the confidentiality and security of records and evidence. The employee works in an inside office environment. Work is performed under regular supervision of the Police Chief and is reviewed through observation, conferences, reports and review of work performed in the assigned function.

Essential Duties and Tasks:

- Answers telephone for Police Department, gives information via phone and in person related to records; departmental policies or services; or related issues; take messages.
- Receives, sorts and enters a variety of reports into the police computer system including incident reports, supplemental reports, arrest reports, accident reports, warrants, citations and other documents; assists with problems that arise with the Police-Pak program; researches police records as necessary and required; handles information confidentially and in accordance with laws and operating procedures.
- Serves as information source for police records for insurance companies, other law enforcement agencies, the media and the general public.
- Functions as Terminal Agency Coordinator or supervises others in that role, i.e. coordinates training, testing and validations, runs DCI information requests; orients personnel to DCI system; administers tests for initial certification and for recertification.

- Operates DCI terminal to send and receive messages regarding criminal histories, vehicle identification, missing persons, wanted persons, license plate records, lost and stolen guns, driver histories and related information; relays information to officers in the field.
- Dispatches animal control calls and maintains files related to animal abuse, dangerous animals and animal neglect etc.
- Enters data according to internal departmental standards and State requirements; forwards data to State monthly for audits.
- Receives some emergency calls, obtains detailed information and either dispatches officers providing necessary information or relays information to county 911.
- Compiles data from records activities and system, types a variety of reports; submits reports of police activity to Chief and other officials.
- Maintains files and records; performs clerical and secretarial duties for the Chief and other employees; orders office supplies; officer uniforms, gear etc.
- Notarizes documents as needed.
- Maintains and monitors Are You Ok program, dispatching officers as needed.

ADDITIONAL JOB DUTIES:

Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Considerable knowledge of effective office practices and procedures, of arithmetic and its uses in office work and of office software and various applications to the administrative environment.
- Working knowledge of the operation of a police communications system and related Federal Communications Commission regulations.
- Working knowledge of law enforcement records, reports and requirements.
- Working knowledge of standard office equipment and procedures including database and word processing computer applications.

- Working knowledge of the geography of the Town.
- Ability to input data into computer based on federal and state guidelines or internal procedures.
- Ability to make sound decisions under the stress of emergency situations when receiving information and dispatching police calls.
- Ability to plan and organize work, files and records for easy retrieval.
- Ability to communicate effectively in oral and written forms.
- Ability to develop and maintain effective working relationships with law enforcement officers and staff, other law enforcement agencies and the general public.
- Ability to handle multiple priorities.
- Ability to meet deadlines and work standards, which may be performed under stress.
- Ability to handle confidential information and records appropriately.
- Ability to type and perform data entry with appropriate speed and accuracy and to proof own work.

PHYSICAL REQUIREMENTS:

- Must be able to physically perform the basic life operational functions of reaching, lifting, fingering, grasping, talking, hearing and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to move objects.
- Must possess the visual acuity to prepare data and statistics, operate a computer terminal, do extensive reading and perform visual inspection of work performed.

DESIRABLE EDUCATION AND EXPERIENCE:

- Graduation from high school and experience in records or general administrative support or clerical work; or an equivalent combination of education and experience.

SPECIAL REQUIREMENT:

- Certification or the ability to obtain certification by the State of North Carolina as a DCI Operator within a reasonable time after appointment to this class.
- Notary Public in NC.

Anticipated hiring rate for the position is \$35,969.00-\$53,953.00, DOQ. Background check and drug screening will be required. Interested applicants should submit their cover letter, resume, proof of education/training, and town application by 11/29/2021 <https://maidennc.com/PDF/appl-bkgrnd-combo.pdf> to Wanda Barnes, HR Officer, 19 N. Main Ave. Maiden, NC 28650 or by email at wbarnes@maidennc.gov. EEO