

JOB DESCRIPTION

JOB TITLE: Information Specialist 1
DEPARTMENT: South Sound 911 Law Enforcement Services
REPORTS TO: Information Supervisor, Information Services - Records
Classified position, EEO cat 6

SUMMARY:

As part of South Sound 911, this position performs technical, complex and specialized direct support to multiple Law Enforcement and Criminal Justice agencies as well as provides public services to Pierce County citizens. This position requires ongoing multitasking ability in a fast paced work environment and the application of discretion and judgment.

ESSENTIAL FUNCTIONS:

Operates the agency's Live Scan system which electronically captures, prints, and transmits fingerprints to the Washington State Patrol Identification and Criminal History Section.

Electronically receives, validates and processes law enforcement reports adhering to policy and National Incident Based Reporting System (NIBRS) as required by Washington State and FBI reporting standards. Codes, indexes and enters law enforcement incident reports into the Records Management System (RMS). Conducts test checks of all serialized property identified on law enforcement reports and conduct data entry of stolen property in the Washington Crime Information Center (WACIC).

Works with the Pierce County Jail correctional staff to assist in processing booked individuals. Runs different queries in several databases to identify any other outstanding warrants within and outside the state. Interprets felony and misdemeanor warrant information and clears warrants from local and state databases.

Provides information and assistance to Law Enforcement Officers and other authorized agencies by operating the police data channel and telephone with accuracy and speed to provide information to field officers, detectives and other agencies; obtains follow-up information for law enforcement by computer, or phone to verify, confirm and validate warrants and other information with special regard to caution indicators for officer safety; dispatches tow trucks to accident and vehicle impound scenes and contacts citizens upon the request of officer; coordinates a meeting location for transferring a wanted person between two law enforcement agencies. Enters and clears stolen and/or pawned vehicles, handguns, boats, articles and missing persons in the Local, State and National databases.

Assists in division's administrative needs by filing, copying, converting paper documents to image, archiving, mailing, laminating and other administrative duties as needed.

INTERACTION:

8 or 10 hours a day with 30 minute lunch break and 2 – 15 minute breaks. Actual working time is 7 or 9 hours per day. Of those 7 or 9 hours, an Information Specialist 1 can spend up to 7 hours standing and may spend at least 4 hours daily either talking on the phone with officers, citizens or other employees.

The remainder of working time is spent on the computer researching/entering information into the RMS/State Computer systems.

QUALIFICATIONS:

Graduation from high school or equivalent including or supplemented by clerical courses and two years in performing general clerical involving record-keeping and public contact.

Is this position closely, moderately or minimally supervised? Minimally

Please explain: Employees are expected to work independently in a variety of tasks and ask for assistance/clarification from Supervisors when questions/concerns arise.

Does this position have supervisory responsibility (i.e., responsible for hiring, firing, performance appraisals, etc.)? Yes No

Does this position have access to confidential information? Yes No **If yes, please explain:** South Sound 911 handles police records on a 24x7 basis. All information is confidential. State interface certification is required.

Does this position have access to or handle company funds? Yes No **If yes, please explain:** South Sound 911 provides services for which currency is rung up through the cash register.

Is it important to this position that the incumbent be able to communicate fluently in English? Yes No **If yes, please explain:** Most of our business is done over the phone or in electronic communications, therefore it is imperative that we be able to communicate to the customers.

KNOWLEDGE AND EXPECTATIONS:

Read, interpret, explain, apply and follow applicable laws, codes, regulations, policies and procedures.
Record-keeping, report preparation and basic research methods and techniques.
Perform limited clerical duties such as filing, duplications and typing.
Work appropriately with confidential material and information.
Keyboarding at 45 words net per minute from clear copy.
Work with speed and accuracy.
Compute fees and make correct change.
Provide training and orientation to peer employees.
Proficient with standard suite of Microsoft Office software, peripheral equipment, fax machine, phone system, police radio, and cash register.
Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.
Maintain cooperative and effective working relationships with others.
Analyze situations quickly and adopt an effective course of action.
Organize work with many interruptions and multiple tasks to meet schedules and timelines.

PHYSICAL REQUIREMENTS:

Subject to rotating shifts and rotating days off every four weeks and working overtime.

Subject to lifting up to 35 pounds; standing, bending, stooping and reaching or sitting for eight or ten hour periods, continuous contact with computer monitors, and noise from communications and office equipment.

WORKING ENVIRONMENT:

Indoor climate-controlled office environment. The noise level in the work environment is usually quiet. When working Police Radio, employee is required to wear a headset to answer officer calls.

MACHINES/TOOLS/EQUIPMENT/WORK AIDS:

Personal computer, copy machines, telephone, fax machine, E-mail, calculators, head sets, printers.

POTENTIAL HAZARDS:

The hazards are consistent within an office environment.

ANALYSIS OF PHYSICAL DEMANDS OF POSITION

Check physical demands that apply. Describe job responsibilities that require physical demands checked.

Standing 10 % of time
Walking 15 % of time
Sitting 75 % of time
Lifting 35 lbs.
Pushing 35 lbs.
Carrying 10 lbs.
Pulling 35 lbs.
Climbing
Balancing
Stooping
Kneeling

Crouching
Crawling
Reaching
Handling
Speaking
Hearing

Seeing
Depth perception
Color vision

ADDITIONAL COMMENTS:

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: _____

REVIEWED BY: Cynthia Shaffer, PHR, Human Resources Manager

APPROVED: _____

DATE: 7-2016

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