

JOB DESCRIPTION

JOB TITLE: Information Specialist 2
DEPARTMENT: South Sound 911 Law Enforcement Services
REPORTS TO: Information Supervisor, Information Services - Records
Represented position, EEO cat 6

SUMMARY:

As part of South Sound 911, this position performs technical, complex and specialized support work for the Pierce County Sheriff's Office, Tacoma and Lakewood Police Departments as well as other Criminal Justice Departments related to processing and maintaining law enforcement reports and records; communicates with law enforcement and other appropriate agencies to obtain and provide information; provides information and assistance to citizens as requested regarding police reports, accident forms and gun licenses and other documents or information. This position requires ongoing multitasking ability, and use of discretion and judgment.

ESSENTIAL FUNCTIONS:

Provide information and assistance to Law Enforcement Officers and other authorized agencies, operate police data channel and telephone with accuracy and speed to provide information to field officers, detectives and other agencies; obtain 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; dispatch tow trucks to accident and vehicle impound scenes and contact citizens upon the request of officer; enter and clear stolen and/or pawned vehicles, handguns, boats, articles and missing persons in the Local, State and National databases.

Assist citizens at the front counter, on the phone or electronically with requests for police reports, accident forms, licenses, permits, registrations, fingerprints, criminal history and other documents or information; assist the public in preparing various forms and reports and providing routine information and assistance. Issue permits, licenses and collect fees according to established procedures.

Receive, process and distribute a variety of law enforcement reports according to established procedures, most of which are now done electronically. Code, index and enter law enforcement incident reports into the Records Management System (RMS); check for accuracy and make corrections as needed. Compile summaries of individual law enforcement and arrest reports; prepare statistical data for the National Incident Based Reporting System (NIBRS) as required by Washington State and the Federal Bureau of Investigation.

Process record checks on pawned or stolen property, vehicles, and individual's criminal history, including jail bookings, additional warrants and updates in accordance with established procedures; obtain and provide information as required to law enforcement and other appropriate agencies; duplicate and distribute materials as requested.

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 2 spends 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.

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 are required to wear a headset to answer officer calls.

Potential hazards are consistent within an office environment.

MACHINES/TOOLS/EQUIPMENT/WORK AIDS:

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

ANALYSIS OF PHYSICAL DEMANDS OF POSITION

Activity	Percentage of time	Activity	Pounds
Standing	10% of time	Pulling	35 lbs.
Walking	15% of time	Pushing	35 lbs.
Sitting	75% of time	Lifting	35 lbs.
		Carrying	10 lbs.

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: 4-2016

Adopted: 1-1-87

Revised: 8-24-94; 9-97, 9-00, 05-05, 9-12, 9-13