

JOB DESCRIPTION

<p>JOB TITLE: Records Support Specialist DEPARTMENT: Records REPORTS TO: Records Supervisor Represented position, EEO cat 6</p>

SUMMARY:

As part of South Sound 911 Support Services Division, within the Records Department, this position performs technical, complex and specialized support work related to processing and maintaining law enforcement reports and records; provides information and assistance to citizens as requested regarding police reports, accident forms and firearm licenses and other documents or information. The Records Support Specialist position completes police reports screened by communications staff or referred by field units. This position requires ongoing multitasking ability, and work is performed using independent judgment and decision making under limited supervision. This position is supervised by the Records Supervisors and has no direct supervisory responsibilities.

ESSENTIAL FUNCTIONS:

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. Enter, supplement, and approve law enforcement records/reports into the Records Management System (RMS); check for accuracy and make corrections as needed. Query, enter, modify and clear criminal justice information in local, state, and national databases, to include stolen vehicles, firearms, boats, articles and missing persons. Quality check and second check ACCESS entries as required.

Complete data entry, scanning and attaching, and other clerical duties; duplicate and distribute materials as requested. Process record checks on pawned or stolen property in accordance with established procedures.

KNOWLEDGE AND EXPECTATIONS:

Fluent use of the English language

Understand and follow written and verbal instructions.

Understand and interpret complex rules and procedures.

Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Work appropriately with confidential material and information.

Work with speed and accuracy.

Follow safety rules and regulations.

Proficient with standard suite of Microsoft Office software and database applications, fax machine, and phone system.

Exercise a high degree of independent judgment in problem solving and decision.

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.
Maintain regular and predictable attendance.
Perform limited clerical duties such as filing, duplications and typing.
Record-keeping, document retention, report preparation and basic research methods and techniques.
Provide training and orientation to employees.
Understand communication codes, procedures, and geography of area served.
Prepare clear and concise reports using law enforcement report preparation procedures.

QUALIFICATIONS:

Graduation from high school or equivalent. One year of customer service experience to include telephone customer service.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:

Due to the confidential nature and demands of this position, candidates must possess an exemplary personal history and pass a background investigation as part of the pre-conditional offer of employment.

Maintain Washington State Patrol ACCESS Level II certification.

Completion of FEMA courses IS-100 and IS-700.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit at a computer terminal, frequent walking both indoors and out; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, stoop, or kneel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

WORKING ENVIRONMENT:

Office environment with frequent interruptions. The noise level in the work environment is usually quiet. This position will interact with employees and customers on a daily basis.

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

Activity	Percentage of time	Activity	Pounds
Standing	10% of time	Pulling & Pushing	25 lbs.
Walking	10% of time	Lifting	25lbs.
Sitting	80% of time	Carrying	25lbs.

The following abilities are required to perform the essential job functions:

Hearing	YES
Seeing	YES
Depth Perception	NO
Color Vision	NO

Seldom to occasionally the position will require the following activities: Stooping, Crouching, Crawling, Climbing, Balancing and Kneeling.

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.

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REVIEWED BY: Laura Lakowske, Recruiting Coordinator

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