

LANCASTER COUNTY
RECORD SYSTEMS SPECIALIST

NATURE OF WORK

This is responsible work in the Support Services division of the Sheriff's Office.

Work involves responsibility for transcribing a variety of documents and reports, entering and modifying information on the national NCIC/NCIS and CJIS computer system, answering telephones, monitoring radio transmissions, teletype, and fax machines, and assisting deputies as requested in a variety of duties. Work performed varies depending on shift assignment. Supervision is received from an administrative superior with work being reviewed in the form of adherence to departmental and applicable law enforcement guidelines.

EXAMPLES OF WORK PERFORMED

Transcribes a variety of reports from dictation and audio or video interviews.

Enters, deletes, adds, and modifies information in national NCIC/NCIS computer system using FBI guidelines.

Answers telephones and deals with walk-in public; receives complaints and requests for service and relays them to deputies and dispatchers.

Monitors, sends, and receives radio transmissions from deputies and/or other law enforcement agencies.

Assists deputies as requested in researching needed information, locating files, copying, and placing calls, etc.

Reviews and enters reports into computer as required .

Monitors teletype and fax machines for incoming messages; prepares and sends outgoing messages and inquiries; and clears and enters data in specific formats.

Enters and retrieves a variety of information on the CJIS computer system.

Processes and distributes reports to various deputies and other departments for follow-up and disposition.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of modern office equipment, practices, and procedures.

Some knowledge of the operation of a telephone/radio dispatch unit for the purpose of receiving and dispatching information.

Some knowledge of an automated records keeping system.

Ability to use sound judgment in making decisions in accordance with laws, regulations, and established policies.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with law enforcement officials, co-workers, and the general public, and to deal with public relations problems courteously and tactfully.

Skill in the operation of word processing, computer programs, computer terminal, data entry, and other common office equipment.

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent including or supplemented by courses in business practices and six months of experience working with a computer system; or any equivalent combination of training and experience that provides the desirable knowledge, abilities, and skills.

NECESSARY SPECIAL REQUIREMENT

Employees in this class working in the Records Division of the Sheriff's Office must receive NCIC/NCIS certification as administered by the Nebraska State Patrol within one year of employment.