

LANCASTER COUNTY  
CIVIL SPECIALIST

NATURE OF WORK

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

Work involves responsibility for processing Civil service paperwork and maintaining an accurate filing and records retention system; entering information in the NCIC/S protection order file via the NCJIS Portal; entering and modifying information in the CJIS computer system; answering a multi-line telephone system; monitoring Civil radio transmissions; assisting the public at the information counter; registering Sex Offenders and uploading registrations to the State database system; accepting incoming firearms purchase permit applications and criminal history requests, reviewing the permits and requests for accuracy and documenting payments accordingly; and assisting deputies as requested in a variety of duties. Supervision is received from the Support Services Division Civil Unit Sergeant with work being reviewed in the form of adherence to department and applicable law enforcement guidelines.

EXAMPLES OF WORK PERFORMED

Enter, print, issue and provide legal service returns to the appropriate court of jurisdiction those legal documents requested or ordered to be served by the Sheriff's Office. Ensure accurate data entry into the Civil Service System; assist deputies in maintaining service records, routine filing, and yearly file maintenance.

Enter, modify, and clear Protection Order information in the national NCIC/S computer system using State of Nebraska guidelines through the NCJIS Portal; communicate with Crime Analysis as needed to place alert flags in the CJIS computer system.

Answer telephones, accurately provide requested information; transfer calls and take messages, as necessary.

Monitor, send, and receive radio transmissions from Civil deputies.

Enter and retrieve criminal justice information on the CJIS computer system.

Register and maintain information in the Sex Offender Registration database; communicate with Crime Analysis as needed to place alert flags in the CJIS computer system; communicate with the Nebraska Sex Offender Registration Office as required.

Accept firearms purchase permits from the public; review permits for accuracy; and document payments received.

Accept and process criminal history requests and document payments received.

Assist public at the service desk with information and direction.

Perform 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 relaying information.

Some knowledge of the legal process, court proceedings, and the judicial system.

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.

Ability to interact with the general public in a professional and courteous manner.

Ability to undertake multiple tasks and prioritize accordingly to complete such tasks.

Ability to efficiently prioritize work assignments and complete work within identified timelines.

Ability to perform routine clerical tasks and maintain routine records.

Ability to adapt to advancements in technology as they become available.

Skill in the operation of multiple word processing, computer database software, and windows-based systems.

Skill in the operation of common office equipment including computer, copier/fax/scanner, and related 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 Support Services Division of the Sheriff's Office must receive NCIC/NCIS certification as administered by the Nebraska State Patrol within one year of employment.