



CLASSIFICATION NO. 138
Established: 11/20
FLSA: Non-Exempt
EEO: 6

CRIMINAL RECORDS SPECIALIST

CLASS CHARACTERISTICS

Under general supervision, to process, verify, distribute, maintain and archive criminal information, records, reports and related documents and public records requests, within mandated time limits; to provide assistance to law enforcement, related or partner agencies and personnel, and the public; and to do other work as required

DISTINGUISHING CHARACTERISTICS

The Sheriff's Office patrols County roads and rivers, investigates crimes, conducts search and rescue operations, and operates the County jail. The Sheriff's jurisdiction includes the unincorporated areas of the County and within cities which contract for law enforcement services.

The Criminal Records Specialist performs specialized processing and verification of a variety of criminal records and reports typically according to time critical/mandated regulations. Each entry or retrieval of information into law enforcement and related databases requires detailed review of the information to ensure the correct and complete data is entered, and the verification that the information was entered accurately. Criminal Records Specialists also provide assistance and information to a variety of law enforcement and related personnel and agencies, and to the public. They handle the majority of incoming general calls to the Sheriff's Office. Incumbents must perform work with a high level of accuracy and strict confidentiality, and balance shifting priorities and demands within a fast paced, high volume workload.

The Criminal Records Specialist differs from Office Specialist 2 which performs administrative support activities of a complex or technical nature but not specifically related to criminal records with certification to enter and update records in the Law Enforcement Data System (LEDS). It also differs from the Jail Services Technician which performs a variety of administrative support duties relating to the detention, arraignment, sentencing, sanctioning, transport, and release of inmates in the Sheriff's Office jail facility.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Performs entry, retrieval and verification of data into State and Federal law enforcement and motor vehicle records management systems; enters, modifies, clears, cancels, validates, confirms, locates, and performs administrative messaging regarding records, including arrest warrants, protected persons, stolen vehicles, articles and firearms, and criminal history information; reviews and analyzes printouts and provided information to ensure correct and complete entry of data for each transaction and within mandated timeframes.

2. Confirms warrants, stolen vehicles and protected orders for law enforcement officers who are in personal contact with a potentially dangerous individual and who cannot act further without confirmation of record validity; prioritizes phone calls and responses to confirmation request teletypes.
3. Assists staff of the Sheriff's Office with questions regarding policies of State and Federal law enforcement databases and their resources; explains how to enter or find data; researches information as necessary.
4. Reviews, verifies and processes incoming criminal reports for completeness, accuracy and reporting requirements for entry into national incident-based collecting and reporting system; examines and performs validation checks of information; determines necessary changes or additions to data gathered or entered; notifies management regarding missing or incorrect information; reviews, verifies and updates entered data to maintain database integrity such as name spelling, birth dates and other identifying data; performs entity merges when multiple profiles are created; according to procedures, distributes reports to interested parties internally within Sheriff's Office and externally to other law enforcement and partner agencies; adheres to deadlines for priority reports including where subjects are "in-custody".
5. Provides initial reception and assistance for general incoming calls to Sheriff's Office; answers, transfers, and provides resources and contact numbers for calls from various law enforcement agencies, court personnel, and the public such as victims, suspects, attorneys, insurance companies, etc.; responds to and forwards 911-type calls for emergency assistance; receives and provides information to callers from reverse 911 calls related to high profile incidents; quickly and accurately assesses and prioritizes calls.
6. Receives and processes public records requests for criminal information and other requests from the public, prosecutors, attorneys, insurance companies, and law enforcement agencies; processes requests in accordance with state laws and internal policies and procedures including mandated timeframes; interprets data within reports and determines what is releasable or exempt from release, and what information should be redacted before being released.
7. Processes and receipts payments for report requests, parking and park citations; forwards information from citizens for hearings requested for parking and park citations and processes results of hearings; sends unpaid parking citations to collection agency; processes records checks for military, law enforcement and public; provides customer service to citizens when submitting payments in person; acts as back-up for Alarm Unit to accept payments and applications for alarm permits.
8. Performs entry, notifications and assistance for towed vehicles within the County by Sheriff's Office; enters towed vehicle information; processes documents to notify interested parties within mandated timeframe; forwards hearing requests to hearings officer and tracks hearings outcomes; communicates with tow companies on contract with Sheriff's Office to ensure information and fees are accurate; assists tow companies to interpret and/or correct data entered into tow database; provides public with tow contract information and vehicle release information.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: English composition, spelling, punctuation and grammar.

Working knowledge of: Criminal offenses and legal terminology; clerical and record keeping procedures; arithmetic; office equipment, including computers and software programs and their functions/capabilities; concepts and techniques of prioritizing and organizing work; customer service and public relations concepts and techniques; local, state, and federal laws, statutes, rules, regulations, policies, and procedures related to the processing of criminal data and information into State and Federal law enforcement databases and incident-based reporting system;

Skill to: Independently, accurately and effectively perform assigned tasks and duties following established division and law enforcement procedures, regulations and program policies; interpret and apply law enforcement regulations, and department policies and procedures; remain current on records release and exemption laws and Sheriff's Office policies and procedures related to assigned work; skillfully operate office equipment and computer software; timely and accurately input and update information into databases; accurately count and perform arithmetic calculations; communicate effectively, both orally and in writing; establish and maintain effective working relationships with staff, law enforcement and court personnel, other agencies, and the public in a courteous, professional manner; maintain composure under stressful conditions.

WORKING CONDITIONS

The Sheriff's Office is a 24 hours per day, 7 days per week operation which requires staffing of Criminal Records Specialists, as assigned, for all shifts. May be assigned to work day, swing or grave shifts, including weekends and holidays.

Criminal Records Specialist positions are considered "essential" and therefore must report to work regardless of inclement weather, etc.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of two (2) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None Required.

PRE-EMPLOYMENT REQUIREMENTS

Must be able to perform data entry at a minimum of 115 key strokes per minute (approximately 30 WPM).

Must successfully pass an extensive background investigation including national fingerprint records check.

Must pass a pre-employment drug test.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

POST-EMPLOYMENT REQUIREMENTS

Must possess Law Enforcement Data System (LEDS) certification at the level for entry/update of a record (not query access level) within thirty (30) days of hire.

Possession of Notary Public Certification within five (5) months of hire.

Edited: 9/21