

**DOUGLAS COUNTY
SHERIFF'S OFFICE**

JOB TITLE: RECORDS TECHNICIAN I

Exempt: No	Job Type: 4421E
Pay Grade: E440	Department: Office of the Sheriff
Approved/Reviewed By: Sheriff Darren Weekly	Date: 01-10-23

General Duties: Under general supervision successfully performs a variety of complex clerical and communication tasks. Must be methodical in completing daily work assignments with a high degree of accuracy. Knowledgeable in information collection, entering police records, statistical computation and the maintenance and accuracy of official department records. Processing requests for criminal justice records in accordance with federal, state, and local policies and procedures.

Supervision Exercised: No supervision exercised. May be assigned as a trainer for other record Technician 1 employees.

Supervision Received: Works under general supervision of the Records Supervisor.

Examples of Duties and Responsibilities:

- Ensures quality control with law enforcement report accuracy.
- Merges Criminal reports from the mobile field reporting system into the law enforcement records system, scans and files reports electronically, files tickets, collects fines, provides discovery per Criminal Rule 16 to District Attorney's Office and the State of Colorado Courts.
- Verifies all electronic and handwritten documents are forwarded properly to avoid discovery violations.
- Receives requests and responds in providing criminal justice records per the Criminal Justice Records Act, the Colorado Open Records Act in accordance with federal, state, and local laws. Ensures these requests are fulfilled or forwarded for processing per policies.
- Records Technician I must operate with an extreme level of accuracy. Ensuring quality control with law enforcement report accuracies. Judicial mandates require timely dissemination of highly accurate records to include all reports associated with criminal, misdemeanor, and traffic cases. An error in providing these documents may cause a case to be dismissed, sanctions for the Sheriff's Office and traumatized crime victims.
- Provides accidents and traffic citations to the courts and Department of Revenue (DOR).
- Provides driving privilege penalties and other legal documents in preparation of denial hearings concerning Driving Under the Influence (DUI) hearings to DMV/DOR seals and expunges criminal records as directed by the court.

- Ability to understand NIBRS and verify that reports are correctly prepared based on NIBRS standards.
- Prepares CCIC validations monthly. This requires technicians to authenticate the list of property and person files reported for validation.
- Balance traffic ticket surcharge accounts monthly.
- Utilizes local and state/federal computer/teletype systems to query, enter or cancel operational data and relay as authorized.
- Able to handle an extremely busy workload and self-initiate priorities computation of Sheriff's fees and other financial data.
- Extensive detailed data entry for both criminal and traffic reports.
- Daily contact with general public both in person and by phone.
- Demonstrates extensive knowledge and understanding about Criminal Justice Records Act (CJRA) and inform members of the general public about laws and departmental policies in relation to availability of release; ensure established guidelines are properly enforced at all times.
- Assembles, validates, and distributes a variety of reports to department staff, the public, local, state and federal agencies.
- Moderately complex bookkeeping and record keeping including, the handling of large sums of money.
- Processes solicitor registration applications for Douglas County.
- May be assigned as a trainer for other records technicians.
- Ability to assign records requests to all members of the department.
- Performs other duties and jobs as required and assigned.
- Division support duties at the Highlands Ranch Substation (HRSS)

Note: The successful applicant must be able to perform ALL the above job functions, unassisted, and at a pace and level of performance consistent with actual job requirements. These duties are intended to be illustrative only and are not intended to be all-inclusive.

Minimum Requirements:

- At least 18 years of age.
- High School Diploma or G.E.D.
- Two years of clerical, legal or recordkeeping experience and/or law enforcement education or a combination of both.
- High level of understanding of computer programs and keyboarding.
- Strong customer service skills and the ability to communicate professionally with the public in providing quality customer service.
- Ability to retrieve, update and research information efficiently.
- Some geographic knowledge preferred to assist in the use of the geographic database and GEO base.
- Good time management, organizational skills, and attention to detail.
- Understanding of a functional file system.
- Ability to deal with confidential and sensitive materials and records and maintain trust.

- Ability to work holidays and weekends as an essential employee.
- Able to pass qualifying exams and background investigation.
- Possession of a valid Colorado Driver's License.
- Must possess and maintain NCIC/CCIC certification, or ability to obtain within six (6) months of employment.

Consequence of Error: Criminal cases can be dismissed with or without prejudice based upon a Judge's ruling when a mistake or error is made by a records clerk, this can affect victims, witnesses, suspects, the prosecution, the defense, the public's opinion of the Sheriff's Office and Douglas County Government as a whole. Errors may result in the creation of legal liability for the County, the Sheriff's Office and/or members of the Sheriff's Office involving both criminal and civil matters. Errors can also affect the livelihood and criminal history of the citizens we deal with.

Essential Functions:

Language Skills: Ability to read, interpret and develop routine documents, reports, and correspondence. Ability to communicate effectively with co-workers and the public. Ability to establish and maintain effective working relationships.

Mental Abilities: Able to comprehend and retain information related to general job assignments within context of the position held. Able to understand and follow oral and written instructions and maintain confidentiality of information.

Physical Skills: Possesses and maintains the ability to operate standard office machines, equipment, and utensils.

Public Interaction: Explains relevant information as required by verbal and written methods. Assists public as a resource for information relevant to the job assignment. May be required to explain procedures, laws, complaints and other information as required by verbal and written methods. Ability to deal with upset and/or irate people.

Verbal Skills: Applicant must have excellent communications skills. Speak English clearly and converses effectively with persons of divergent ethnic, cultural, and educational backgrounds.

Computer Skills: Must have basic user-level competency with Windows PC operating systems. Ability to learn various other computer software programs used in records for the maintenance of the law enforcement records, scanning and electronically storing documents. Ability to run software for point of sale (similar to a cash register) and handle cash, credit card transactions, and daily reconciliation on a cash accounting software program.

Department Policies and Procedures: Demonstrates working knowledge of and compliance with all department policies, procedures, and directives.

Emotional Abilities: Controls personal emotional responses and acts appropriately under high levels

of personal stress. Demonstrates sensitivity to feelings of others; listens with empathy towards others; and displays compassion to those in distress. Controls personal aggressive responses and acts in a manner designed to calm volatile persons.

Social Skills: Establishes and maintains effective relationships with peers, supervisors, and the public. Asserts self when necessary to confront or exert control over others.

Mathematical Skills: Ability to calculate figures and amounts such as interest, proportions, percentages. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Also, must understand basic accounting like handling refunds, collecting cash, checks, credit cards, and balancing those accounts daily.

Reasoning Ability: Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to interpret a variety of instructions furnished in written, oral, diagram, or scheduled form.

Judgment: Applies knowledge and reasoning to make prompt and effective decisions in both routine and non-routine situations; evaluates alternative courses of action and selects the most acceptable alternative; makes sound decisions in a timely manner; sizes up a situation quickly and takes appropriate action. Must be able to recognize that all documents in records are discoverable documents that need to be forwarded to the District Attorney or directly to the court as soon as they are received and use judgment to correctly disseminate these documents to the correct location.

Initiative: Ability to complete assignments without waiting to be told what to do. Makes an effort to improve skills and keeps informed of new developments in the field; exerts the effort needed to make sure the job is done correctly; is consistently productive.

Physical Demands: Job requires walking, standing, and sitting for extended times periodically. Lifting file boxes weighing 35 pounds is periodically required. Prolonged typing for data entry. Must be able to operate general office equipment, reach with hands and arms, talk or hear, and tolerate a quiet to moderate noise level in the workplace.

Testimony: Must be able to provide credible testimony in a court of law or any other legal proceeding or investigation

Other: In the event of an emergency/disaster in or near the County, all County employees are expected to make every effort to be available to assist the County Manager, Elected/Appointed Officials and Department Directors to ensure the continued operation of any and all necessary County functions. This may mean being available to perform additional duties and hours beyond what is normally required. In the event an exempt employee does work more than 40 hours a week in support of County operations during an emergency, such employee may receive overtime or other appropriate wage compensation in accordance with existing County policies or at the discretion of the County.