Criminal Records Unit Specialist

General Summary of Classification:

Performs various routine and specialized support duties related to documents and records management using multiple proprietary task-specific systems to enter, maintain, retrieve, verify and audit data; processes and responds to a wide variety of requests; performs other related work in support of department operations under general supervision as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Provides excellent customer service to walk-in citizens and callers, appropriately responds to requests and provides accurate information, refers and/or transfers calls from citizens to appropriate departments as a general service to the public;
- Accurately enters, maintains, verifies and updates data and records in various proprietary databases, systems and logs including but not limited to VCIN, NCIC, Wwatch, ICRBuilder, FIR, TREDS, ArrestBuilder, E-Summons, etc.;
- Accurately enters traffic summonses, Juvenile Violation Reports and criminal non-booking arrests into Arrest Builder and updates ICR Builder accordingly;
- Accurately processes various types of requests including but not limited to medical examiner, criminal injury fund, risk management, accident reports, ICRs, re-calls, summons, subpoenas, background checks, disposition of records, etc.;
- Performs routine quality control audits on data and records in various systems and databases, to include data verifications;
- Provides quality control and submits accident reports from TREDS to DMV;
- Queries, enters, modifies and validates warrants/capiases, protective orders, stolen guns, articles, gangs, vehicles, license plates and missing persons into VCIN/NCIC and updating ICR Builder or WWATCH;
- Accurately prepares and manages various types of correspondence and notifications including but not limited to citizen letters, warrants, summons, subpoenas, petitions, transcripts, reminders, certifications, etc., compiles and prepares reports and statistics;
- Notarizes, maintains and responds to request for vehicle and radar calibrations;
- Provides additional support to Police Operations such as staffing citizen windows, officer windows, and reception desks, responding to walk-in citizens' questions and requests, responding to hotline calls, checking files in/out, citizen fingerprinting, reviewing body worn camera recordings, etc., and providing requested information to authorized parties per department policy;
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific**: Sound working knowledge of and strict adherence to all local and state laws and to all departmental and County rules, regulations, directives, and policies; accurately applies own sound working knowledge of department operations, programs, processes, policies, and procedures to assigned job duties and a wide variety of task related situations, including unusual and sensitive situations; accurately and efficiently multitasks in a fast-paced, high-volume environment; consistently reads, comprehends, interprets, applies and communicates complex policies, directives, regulations, and requirements accurately; basic working knowledge of offense codes as they apply to performing quality control duties.
- **Technical:** Excellent computer, telephone and data management skills with demonstrated ability to efficiently use multiple computer terminals, fax machines, copiers, printers and other standard office equipment, common business software as well as a variety of proprietary systems and software specific to the Division of Police to perform assigned job duties; excellent data entry and documentation skills with ability to accurately enter and retrieve data from the Virginia State Police reporting system and other specialized Police reporting databases.
- **Interpersonal, Communication and Customer Service**: Routinely handles interactions with the public and Police operations' staff; communicates daily with multiple agencies including but not limited to Courts, State Police, Sheriff's Department and Commonwealth Attorney's Office; clearly and accurately communicates using tact and courtesy to provide assistance to County citizens and department staff; consistently delivers exceptional customer service to citizens and various internal/external stakeholders; works well independently and as part of a team.
- **Decision-making and Authority:** Strictly adheres to established procedures and protocols; consistently uses sound judgment when making independent decisions; works well independently and as part of a team.
- **Leadership:** Non-supervisory; Ability to work independently and collaboratively as part of a team.
- **Environment**: Work is typically performed in an office setting .
- **Physical:** Physical ability necessary to carry out duties and operate equipment incidental to assigned duties.

Minimum Education and Experience:

Education: High school diploma or GED.

Experience: 2 years of relevant admin support experience, preferably in a public safety setting;.

OR: Any equivalent combination of experience and training which provides the necessary knowledge, skills, and abilities.

Other Requirements (License, Certifications, Training, etc.):

- May require a valid driver's license to perform assigned duties at police stations as assigned.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of NIMS ICS 700. Additional NIMS ICS training courses may be required.