



## BOONE COUNTY JOB DESCRIPTION

<b>JOB TITLE:</b> Services Specialist – Records Unit	<b>NEW:</b> _____	<b>REVISED:</b> X
	(Please check one)	
<b>REPORTS TO:</b> Administrative Deputy	<b>FLSA:</b> Non-Exempt	<b>DATE:</b> 02/2022
<b>DEPARTMENT:</b> Sheriff	<b>JOB CODE:</b> 603	

**SUMMARY:**

Under general supervision of the Administrative Deputy, the Records Specialist prepares, audits, enters, and maintains incident reports, arrest records, citations, crash reports, and related documents into records software; responds to records requests, processes traffic citations, and prepares statistical reports for local and state agencies.

**ESSENTIAL FUNCTIONS:**

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

- Receives incident reports, warrant arrests, crash reports, citations, or supplemental reports and enters data into the records management system in compliance with established department policies and procedures.
- Prepares and sends reports to the Boone County Prosecuting Attorney’s Office, Boone County Juvenile Office, and other government entities/agencies in compliance with established department policies and procedures.
- Researches and corrects necessary report entries in accordance with Uniform Crime Reporting guidelines.
- Enters all required data for UCR/NIBRS reporting and ensures report was received and accepted by the Missouri State Highway Patrol.
- Processes traffic citations and routes them to the appropriate court.
- Codes and sends fingerprint cards to the Missouri State Highway Patrol and Prosecuting Attorney for criminal history tracking.
- Creates, maintains, and destroys case files as needed in the appropriate filing systems.
- Receives, researches, and responds to requests for records checks from any law enforcement agency, various military branches, and federal government agencies.
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- Receives and responds to subpoena requests for records; delivers records per subpoena to court hearings or depositions.
- Receives, responds, and researches requests for records in accordance with the MO Sunshine Law (RSMo Chapter 610).
- Determines if records are open or closed and what can be released, redacts necessary information, communicates effectively with requestor in a timely manner.
- Prepares monthly Uniform Crime Report for on-line submission to the Missouri State Highway Patrol and FBI.
- Runs various audits and queries related to the records function.
- Processes or assists in the processing of applications, change of address, and change of name forms related to concealed carry permits and enters the information in the appropriate software and databases.
- Fingerprints applicants for concealed carry permits.
- Sends notification letters to registered owners of vehicles that have been towed.
- Prepares invoices for records requests, conducts money transactions, and prepares credit card and cash receipts for revenue received.
- Serves as a point of contact for record inquiries made in-person or by telephone, email, or other electronic means from the public, other agencies, and department personnel.
- Assists with training of newly hired employees.
- Cross-trains on essential functions of other positions in the Services Branch.
- Performs all other duties as assigned.

**KNOWLEDGE AND SKILL:**

1. Knowledge of English grammar, punctuation, and spelling; advanced skill in communicating effectively using the English language, both orally and in writing.
2. Knowledge of legal processes and terminology.
3. Knowledge of the criminal justice system in the State of Missouri.
4. Knowledge of filing and electronic record keeping systems.
5. Knowledge of the Missouri Sunshine Law.
6. Knowledge of laws pertaining to conceal and carry.
7. Ability to efficiently operate personal computers and applications related to law enforcement processes and procedures, including records management software, jail management software, and Microsoft Windows and Office Suite.
8. Ability to learn and apply department, county, state, and federal guidelines, policies, procedures, rules, and statutes to perform essential functions of position.
9. Ability to learn and apply documents and terminology affecting assigned functions.
10. Ability to effectively respond to questions from groups of managers, other county employees, other entities, and the general public.
11. Ability to meet deadlines; accept direction; carry out directives; and follow instructions.
12. Ability to work independently and as part of a team.
13. Ability to multi-task and successfully prioritize a large workload.
14. Ability to maintain a high level of accuracy and attention to detail.
15. Ability to be MULES certified within six (6) months of hire.

16. Skill in mathematics sufficient to take and receipt cash money, accurately calculate and give change, add, subtract, multiply, and divide all units of measure, using whole numbers, common fractions, and decimals.
17. Skill in handling stressful situations successfully, as well as building and maintaining rapport and cooperation with individuals in stressful and highly emotional situations.
18. Skill in writing reports and business correspondence.
19. Skill in keyboarding and the use of standard office equipment.
20. Expert skill in maintaining confidentiality and handling confidential information.

**PHYSICAL DEMANDS:**

The majority of work is performed in a professional office setting and is generally sedentary. Must possess vision to read printed materials and a computer screen; as well as hearing and speech abilities to communicate in person and over the telephone.

Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils; FREQUENT keyboarding, side-to-side turning of neck, walking, standing, bending, and stooping, pushing/pulling, twisting at waist, squatting, kneeling, reaching above shoulder height; occasional moderate grasping to manipulate objects; moderate wrist torque to twist equipment knobs and dials; OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects; lifting objects weighing up to 50 lbs. and transporting over significant distances as needed.

Must be able to safely operate an automobile.

**WORK ENVIRONMENT:**

This position primarily operates in a professional office environment and requires appropriate appearance and attire. This position routinely uses office equipment such as but not limited to computers, calculators, multi-line telephones, photocopiers, printers, scanners, binding machines, recording devices, filing cabinets, and fax machines. This position is routinely in contact with the public, other Boone County employees, elected officials, and members of other entities.

Position requires the ability to work overtime when necessary, as well as, the ability to work different shifts, including holidays and weekends.

**MINIMUM QUALIFICATIONS:**

High school diploma or GED; must be 18 years of age or older; must not have any felony convictions or convictions for crimes involving moral turpitude; must not have other criminal convictions within the last two (2) years, excluding minor traffic violations; vision acuity correctable to 20/40 in at least one eye; must possess a valid operator's license at time of application and a valid Missouri operator's license at time of appointment; must be able to obtain MULES certification. Applicant must pass a pre-employment drug screen, demonstrate the ability to type 35 net WPM, possess vision to read a computer screen and printed materials as well as

safely interact with the public, and possess hearing and speech abilities to communicate in person and over the telephone.

Applicant must meet minimum qualifications set forth by the FBI and MSHP CJIS Security policy.

**PREFERRED QUALIFICATIONS:**

At least two (2) years relevant clerical experience or an equivalent combination of education and experience

*Please note this job description is not designed to cover or contain a comprehensive listing of functions, tasks, activities, duties, responsibilities, knowledge, and skill that are required and deemed necessary for all incumbents of this class. Specific functions, tasks, activities, duties, responsibilities, knowledge, and skill may change at any time with or without notice.*