



## BOONE COUNTY JOB DESCRIPTION

<b>JOB TITLE:</b> Services Specialist – Records Unit _____	<b>NEW:</b> _____	<b>REVISED:</b> X _____
<small>(Please check one)</small>		
<b>REPORTS TO:</b> Services Supervisor _____	<b>FLSA:</b> Non-Exempt _____	<b>DATE:</b> 01/24
<b>DEPARTMENT:</b> Sheriff _____	<b>JOB CODE:</b> 603	

**SUMMARY:**

Under general supervision of the Services Supervisor, 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.*

- Reviews incident reports, warrant arrests, crash reports, citations, or supplemental reports, and verifies data entered into the records management system for compliance with established department policies and procedures.
- Researches, verifies, and corrects necessary report entries in accordance with Uniform Crime Reporting (UCR) guidelines.
- Prepares monthly Uniform Crime Report for on-line submission to the Missouri State Highway Patrol and FBI.
- 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.
- Manages 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.
- 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; and communicates effectively with requestor in a timely manner.
- Processes concealed carry permit applications 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. Ability to learn and apply knowledge of:
  - a. Legal processes and terminology.
  - b. The criminal justice system in the State of Missouri.
  - c. Filing and electronic record keeping systems.
  - d. Missouri Sunshine Law, conceal and carry laws, and other law pertinent to the assigned functions.
  - e. Department, county, state, and federal guidelines, policies, procedures, rules, and statutes to perform essential functions of position.
  - f. Documents and terminology affecting assigned functions.
2. 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.
3. Ability to effectively respond to questions from groups of managers, other county employees, other entities, and the general public.
4. Ability to meet deadlines, accept direction, carry out directives, and follow instructions.
5. Ability to work independently and as part of a team.
6. Ability to multi-task and successfully prioritize a large workload.
7. Ability to maintain a high level of accuracy and attention to detail.
8. Ability to be MULES certified within six (6) months of hire.
9. 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.
10. Skill in handling stressful situations successfully, as well as building and maintaining rapport and cooperation with individuals in stressful and highly emotional situations.
11. Skill in writing reports and business correspondence.
12. Skill in keyboarding and the use of standard office equipment.
13. 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; and possess vision to read a computer screen and printed materials.
- Must be able to interact with the public and possess hearing and speech abilities to communicate in person and over the telephone.
- Must possess a valid driver's license at time of application and a valid Missouri driver's license at time of appointment.
- Proficient knowledge of the English language, to include:
  - grammar, punctuation, and spelling;
  - oral and written communication;
  - reading comprehension.
- Applicant must pass a pre-employment drug screen.

- 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 skills that are required and deemed necessary for all incumbents of this class. Specific functions, tasks, activities, duties, responsibilities, knowledge, and skills may change at any time with or without notice.*