



## BOONE COUNTY JOB DESCRIPTION

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

**SUMMARY:**

Under the general supervision of a Warrant Supervisor, the Warrant Specialist enters and maintains warrants received, communicates with the public, assists with information requests, and serves as administrative and clerical support for the Boone County Sheriff’s Department.

**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, processes, enters, and maintains warrant information within the Missouri Uniform Law Enforcement System (MULES) and records management software (RMS).
- Performs MULES queries; runs criminal histories; completes and checks MULES entries. locates, verifies and confirms warrants; sends/receives MULES messages; verifies/validates MULES entries made by BCSD personnel.
- Prepares records of stolen property, missing persons, wanted persons, and sex offenders.
- Mails letters to individuals who have outstanding traffic, bad check, or other warrants.
- Communicates status of warrants to deputies and other law enforcement agencies.
- Provides and assists with fingerprint services.
- Processes the registration of sex offenders.
- Enters and updates orders of protection into computer programs and logbook(s); verifies and validates orders of protection as needed.
- Assists the public, greets visitors, and deals with volatile situations as needed.
- Serves individuals with civil process.
- Conducts money transactions and prepares receipts.
- Effectively communicates with various law enforcement agencies, the judicial system, government agencies, and other organizations.
- Performs a variety of office work and support, which includes but is not limited to preparing/completing forms and reports, written correspondence, handling incoming and outgoing mail, filing, answering and transferring telephone calls as needed, word processing, processing facsimiles, creating/updating department records.

- Assists personnel in contacting on-call personnel, prosecuting attorneys, juvenile officers, judges, and other agencies as needed (e.g., Children’s Division, CPD, Probation & Parole, etc.).
- Serves as a first point of contact and refers in-person and telephone inquiries to the appropriate staff.
- 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; 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. 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.
6. Ability to learn and apply department, county, state, and federal guidelines, policies, procedures, rules, and statutes to perform essential functions of position.
7. Ability to learn and apply documents and terminology affecting assigned functions.
8. Ability to work well with groups of managers, other county employees, court professionals, other entities, and the general public.
9. Ability to meet deadlines; accept direction; carry out directives; and follow instructions.
10. Ability to work independently and as part of a team.
11. Ability to multi-task and successfully prioritize a large workload.
12. Ability to maintain a high level of accuracy and attention to detail.
13. Ability to utilize sound reasoning, as well as ability to make sound decisions.
14. Ability to work well with other employees, entities, and the public.
15. Ability to be MULES certified within six (6) months of hire.
16. Ability to become a Notary Public within six (6) months of hire.
17. 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.
18. Skill in writing reports and business correspondence.
19. Skill in handling stressful situations successfully, as well as building and maintaining rapport and cooperation with individuals in stressful and highly emotional situations.
20. Skill in keyboarding and the use of standard office equipment.
21. 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.*