



## BOONE COUNTY JOB DESCRIPTION

**JOB TITLE:** Services Specialist Supervisor      **NEW:**       **REVISED:**    
(Please check one)

**REPORTS TO:** Administrative Deputy      **FLSA:** Non-Exempt      **DATE:** 01/24

**DEPARTMENT:** Sheriff      **JOB CODE:** 603

**SUMMARY:**

Under general supervision of the Administrative Deputy, the Services Specialist Supervisor manages the operation of the Information Center housed within the Boone County Sheriff’s Office. The Services Specialist Supervisor also trains, directs, supervises, and evaluates performance of staff assigned to the Boone County Sheriff’s Office Services Specialist Unit.

**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.*

- Trains and supervises assigned Services Specialist Unit personnel.
- Assists in the hiring of assigned staff.
- Maintains training manual for Services Specialist Unit.
- Creates work schedules for 24-hours a day, seven days a week operation.
- Reviews the work of all assigned staff and investigates problems.
- Oversees the receipt, maintenance, and return of warrants, as well as their respective entries into the Missouri Uniform Law Enforcement System (MULES) and records management software (RMS).
- Monitors and ensures the accuracy of entries into MULES, RMS, the Missouri Sex Offender Registry, and other department records.
- Maintains on-call status and responds to problems or issues as needed.
- Serves as Terminal Agency Coordinator; coordinates all required MULES training and certification for department personnel; maintains user agreements with criminal and non-criminal justice agencies.
- Reviews sex offender registrations and assigns Tier levels.
- Assists the public, greets visitors, and deals with volatile situations as needed.
- 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, and 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.).
- Cross-trains on essential functions of other positions in the Services Branch.
- Maintains email and phone contact with MSHP Troop Trainer in reference to MULES issues.
- Establishes and maintains working relationships with various law enforcement agencies, the judicial system, government agencies, and other organizations that foster effective communication.
- Performs duties of the Services Specialist Unit as needed.
- Performs all other duties as assigned.

**KNOWLEDGE AND SKILL:**

1. Knowledge of legal processes and terminology.
2. Knowledge of the criminal justice system in the State of Missouri.
3. Strong knowledge of filing and electronic record keeping systems.
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 lead, supervise, provide constructive guidance, and effectively evaluate the work of others.
7. Ability to become MULES certified within six (6) months of hire.
8. Ability to become a Notary Public within six (6) months of hire.
9. Strong ability to multi-task and successfully prioritize a large workload.
10. Strong ability to maintain a high level of accuracy and attention to detail.
11. Strong ability to utilize sound reasoning, as well as ability to make sound decisions.
12. Strong ability to learn and apply department, county, state, and federal guidelines, policies, procedures, rules, and statutes to perform essential functions of position.
13. Strong 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.
14. Strong ability to learn and apply department, county, state, and federal guidelines, policies, procedures, rules, and statutes to perform essential functions of position.
15. Strong ability to learn and apply documents and terminology affecting assigned functions.
16. Strong ability to work well with groups of managers, other county employees, court professionals, other entities, and the general public.
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, business correspondence, and procedure manuals.
19. Skill in keyboarding and the use of standard office equipment.
20. Advanced skill in handling stressful situations successfully, as well as building and maintaining rapport and cooperation with individuals in stressful and highly emotional situations.
21. Expert skill in maintaining confidentiality and handling confidential information.

22. Also responsible for the knowledge and skills required of a Services Specialist – Warrants Unit, to include:
- a. Receives, processes, enters, and maintains warrant information within the Missouri Uniform Law Enforcement System (MULES) and records management software (RMS).
  - b. 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 BCSO personnel.
  - c. Prepares records of stolen property, missing persons, wanted persons, and sex offenders.
  - d. Communicates status of warrants to deputies and other law enforcement agencies.
  - e. Processes the registration of sex offenders, to include fingerprinting and DNA collection.
  - f. Assists Civil Process Unit in the receiving, reviewing, and processing all Temporary Adult & Child Orders of Protection, Full Orders of Protection, and Notice of Hearings in the MULES and NCIC systems.
  - g. Assists the public, greets visitors, and deals with volatile situations as needed.
  - h. Serves individuals with civil process.
  - i. Conducts money transactions and prepares receipts.
  - j. Effectively communicates with various law enforcement agencies, the judicial system, government agencies, and other organizations.
  - k. 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.
  - l. 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.).
  - m. Serves as a first point of contact and refers in-person and telephone inquiries to the appropriate staff.
  - n. Assists with training of newly hired employees.
  - o. Cross-trains on essential functions of other positions in the Services Branch.
  - p. Performs all other duties as assigned.
23. Also responsible for the knowledge and skills required of a Services Specialist – Records Unit, to include:
- a. 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.
  - b. Researches, verifies, and corrects necessary report entries in accordance with Uniform Crime Reporting (UCR) guidelines.
  - c. Prepares monthly Uniform Crime Report for on-line submission to the Missouri State Highway Patrol and FBI.

- d. 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.
  - e. Manages case files as needed in the appropriate filing systems.
  - f. Receives, researches, and responds to requests for records checks from any law enforcement agency, various military branches, and federal government agencies.
  - g. Receives, responds, and researches requests for records in accordance with the MO Sunshine Law (RSMo Chapter 610).
  - h. Determines if records are open or closed and what can be released, redacts necessary information, communicates effectively with requestor in a timely manner.
  - i. Processes concealed carry permit applications and enters the information in the appropriate software and databases.
  - j. Fingerprints applicants for concealed carry permits.
  - k. Sends notification letters to registered owners of vehicles that have been towed.
  - l. Prepares invoices for records requests, conducts money transactions, and prepares credit card and cash receipts for revenue received.
  - m. 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.
  - n. Assists with training of newly hired employees.
  - o. Cross-trains on essential functions of other positions in the Services Branch.
  - p. Performs all other duties as assigned.
24. Also responsible for the knowledge and skills required of a Services Specialist – Civil Process Unit, to include:
- a. Receives civil and criminal court documents from parties throughout the country.
  - b. Assigns and distributes documents to Civil Process Deputy for service.
  - c. Enters data of court information of all civil process documents into Sheriff's Office records management system.
  - d. Receives, processes, and enters all service information of court documents into the records management system.
  - e. Assigns appropriate fees for all civil and criminal court documents served by Civil Process Deputies.
  - f. Returns civil process documents served to appropriate party.
  - g. Receives, reviews, and processes all Temporary Adult & Child Orders of Protection, Full Orders of Protection, and Notice of Hearings in the MULES and NCIC systems.
  - h. Processes the Boone County Circuit Court Adult Abuse docket.
  - i. Processes monthly Order of Protection Validations reports.
  - j. Maintains hard files of all Boone County Orders of Protection.
  - k. Maintains regular communication with Civil Process Deputies and Circuit Clerk's office reference legal process.

- l. Answers inquiries and provides procedural information about civil process to the general public, various courts, attorneys, law enforcement agencies, and co-workers by email, phone, or in-person.
- m. Collects, receipts, and prepares for deposit all monies received for services of processes.
- n. Bills appropriate party for monies due to the Sheriff's Office for service of processes.
- o. Prepares deposit to Boone County Treasurer of monies collected for service of processes.
- p. Acts as liaison between the Sheriff's Office and the Prosecuting Attorney's Office for any changes in court appearance dates for deputies.
- q. Communicates daily with deputies through email, phone, or in-person on new subpoenas for court appearances or changes in appearance dates.
- r. Prepares and maintains files relating to deposits, exemption claims, and civil process; liaison with Circuit Clerk's Office reference civil process.
- s. Processes paperwork in compliance with established procedures or regulations.
- t. Prepares and maintains standard records to include forms, filing paper documents, saving and updating copies of documents to electronic files.
- u. Receives complaints or inquiries and directs those to the appropriate staff.
- v. Provides notarization services to Sheriff's Office employees and general public.
- w. Assists with training of newly hired employees.
- x. Cross-trains on essential functions of other positions in the Services Branch.
- y. Performs all other duties as assigned.

**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.
- Two (2) years relevant clerical experience or an equivalent combination of education and experience.
- 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 safely 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.
- Must be able to obtain MULES certification..
- Demonstrate the ability to type 35 net WPM, possess vision to read a computer screen and printed materials.
- 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:**

Experience working in a law enforcement environment, and one year of supervisory 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.*