

Job Title: NCIC Specialist
Department: 911
Supervisor: Operations Manager
Supervision Exercised: None
Salary Range:
FLSA Status: Non-exempt
Last revision: May 26, 2016

JOB SCOPE

Performs a variety of professional duties and responsibilities related to entry and maintenance of the 911 Center records. Plans and completes daily duties for local civil warrants and ILETS (Idaho Public Safety and Security Information System) / NCIC (National Crime Information Center) record maintenance. May also serve as backup answer multiple telephone lines, to communicate effectively with persons requesting emergency and non-emergency assistance, to clearly relay information for dispatch or transfer calls appropriately.

ESSENTIAL FUNCTIONS

The essential functions include, but are not limited to the following duties and responsibilities which are not listed in any particular order of priority and may be amended or added to by the County at any time.

1. Communicate effectively with persons requesting records assistance.
2. Clearly relay information for dispatch or transfer calls appropriately.
3. Remain calm under all circumstances.
4. Enter, confirm, maintain and validate warrants, protection orders, no contact orders, missing person records, and stolen article and vehicle records.
5. Perform monthly audit on all ILETS (state) /NCIC (federal) records maintained by the 911 Center.
6. Prepare for and assist with State audit.
7. Solve practical problems that require reasoning and be able to deal with a variety of concrete variables in situations where only limited standardization exists.
8. Interpret, identify, access or diagnose a variety of instructions or information furnished in written, oral, diagram or schedule form and plan approaches that respond to problems or challenges.
9. Adapt or modify existing systems, procedures or methods to new situations.
10. Find alternative solutions by weighing alternatives and developing action plans.
11. Multi-task various duties.
12. Respond to all incoming records requests for assistance, accurately enter all pertinent data into the CAD system and/or appropriate records system.
13. While supporting law enforcement units, accurately requests and retrieves driver's license returns, civil warrants, criminal warrants, missing persons, protection orders, no contact order, concealed weapon permit, sex offender registration and article and vehicular information from state (ILETS) and federal (NCIC) computer information systems.

14. Perform criminal history checks.
15. Demonstrate excellent customer-service skills.
16. Enter and maintain records and data for items, such as civil warrants, criminal warrants, missing persons, protection orders, no contact orders and stolen articles and vehicles. Modify information in appropriate databases and clear information as applicable.
17. Validate information on state and FBI level on a monthly basis.
18. Establish and maintain effective working relationships with peers, supervisors and the general public.
19. Other duties include assisting 911 operators in answering non-emergency and emergency calls for service, when 911 operators are busy.
20. Responds to all incoming emergency and Non-emergency requests for assistance in the Public Safety Answering Point (PSAP) and accurately enter all pertinent data into the CAD system.
21. All other duties as assigned.

JOB SPECIFICATIONS

1. Must keep all information confidential.
2. Must possess a High School Diploma or equivalent
3. Must be able to type 35 WPM or better.
4. Operate computer terminal and associated peripherals, use Microsoft Windows XP Professional or higher, Microsoft Office 2000 or higher, databases specific to the County, databases specific to ILETS/NCIC, Internet and Microsoft Outlook; use multi-line telephone, facsimile machine, copy machine, printers, scanning devices, calculator and general office equipment.
5. Operate and maintain computer terminals, telephone equipment, CAD and TTY systems.
6. Maintain composure and take responsible action during stressful situations.
7. Communicate clearly and concisely, both orally and in writing.
8. Accurately and precisely relay information; read and comprehend simple instructions, safety rules, policies and procedures; read and write concise, short and simple correspondence. Effectively present information in one-on-one and in small group situations; reads write and speak English. Must be able to work with relay services and language interpretation services.
9. Ability to handle multiple tasks with extreme accuracy.
10. Must thrive as a team builder and as a team player.
11. Must possess or be able to obtain prior to completion of training period, APCO Public Safety Telecommunication –a (PST1), NCIC/ILETS Certification, Biannual cardiopulmonary resuscitation (CPR) certification and TDD Basic Certification.
12. Receive, input, file, distribute, track, confirm and maintain warrants, civil protection orders, no contact orders, missing persons, and stolen articles or vehicles.

13. Ability to successfully complete the Bonner County 911 Record Specialist Training Program.
14. Must be willing to work all shifts, days of the week and Holidays.
15. Must possess or be able to obtain a valid state vehicle operator's license.
16. Must be able to hear the English language clearly in both ears (aided or unaided).
17. Must successfully pass the County's pre-employment drug testing and thorough Criminal History Investigation as set by the Idaho State Police Standards (IDAPA 11.11.01).
18. Knowledge of County geography and transportation system helpful.
19. Ability to think creatively.
20. Exercise excellent judgment, self-confidence and has a desire to serve the community.

WORKING CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and use fingers and hands to keyboard or type and handle material. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 40 pounds. If lifting more, employees will request assistance or use devices and/or equipment used in assisting lifting. Work environment is sedentary with considerable computer and keyboard activity; extreme stress can develop at any time.

Possibility of electrical shock is to be considered when working with electronic radio equipment.

The noise level in the work environment is usually moderate.

IMPORTANT NOTICE

This is a list of critical admissions which may be cause for disqualification from employment with Bonner County 911. This list is not all inclusive and is intended only as a general guideline.

You cannot work for Bonner County 911 if:

1. You do not possess or cannot obtain a valid driver's license.
2. You have not graduated from high school or do not hold a GED.
3. You do not have at least two years of responsible work experience following high school graduation.
4. You are not a U.S. citizen.
5. You have been convicted of a D.U.I. within the past five years or have two or more D.U.I. convictions. A diversion or reduction to lesser charge or withheld judgment is the same as a conviction.
6. You have four or more moving violations in the three years preceding the application.
7. You have been convicted of any felony charges - traffic or criminal.
8. You have used or possessed any illegal drug in the past three years.
9. You have ever manufactured, sold, offered to sell, distributed, or transported for sale any illegal drugs/narcotics.
10. You have been convicted of any crime involving false swearing.
11. You have been convicted of a domestic violence related crime.
12. You do not meet minimum medical, hearing standards as required by POST.

13. You are not free of any physical, emotional, or mental conditions which might adversely affect performance of a NCIC Specialist as determined by a background investigation.
14. You do not possess good moral character as determined by a background investigation.

Applicants are also cautioned that government clearances or success in other law enforcement agency selection processes are no guarantee of success in our process.

DRUG USAGE STANDARDS

The Bonner County 911 will use the following guidelines for rejection of applicants. Exceptions may be made on a case by case basis when appropriate.

ANY USE OF ILLEGAL DRUGS FALLING UNDER THE FOLLOWING CATEGORIES WILL RESULT IN AUTOMATIC REJECTION:

1. Any illegal drug use within the last three years.
2. Injection of amphetamines / methamphetamines at any time.
3. Use of opiates/narcotics (heroin, morphine, etc.) or abuse of prescribed opiates / narcotics at any time.
4. Use of cocaine over five times regardless of time frame; any injection or smoking of cocaine, regardless of its form.
5. Participating in the manufacture, selling, offering to sell, distribution or transporting for sale any illegal drugs/narcotics, regardless of the time frame.
6. Use of illegal drugs while employed by a law enforcement agency regardless of the time frame.
7. Use of non-prescribed oral or injectable steroids over five sequences/cycles within the last three years.

ANY USE OF THE FOLLOWING ILLEGAL DRUGS WITHIN THE PAST TEN YEARS WILL RESULT IN AUTOMATIC REJECTION:

1. Use of hallucinogenic drugs (mushrooms, LSD, PCP, etc.).
2. Use of marijuana / hashish over 15 times.

ANY USE OF THE FOLLOWING ILLEGAL DRUGS WITHIN THE PAST FIVE YEARS UNDER THE FOLLOWING CRITERIA WILL RESULT IN AUTOMATIC REJECTION:

1. Swallowing / sniffing / smoking illegal amphetamines or methamphetamines **one time**.
2. Use of crack cocaine **one time**.
3. Use of free-based cocaine / paste **one time**.

Please note: The listed admissions are not the exclusive basis for disqualification. The County reserves the right to disqualify any applicant who may or may not have any one or all of the foregoing admissions.