

CITY OF FORT WAYNE JOB POSTING

Applicants and Employees must meet duties/essential functions and minimum requirements.

Job Vacancy:	Records Technician	Department:	Police Records
Requisition Number:	2024182		
Hours:	7:30 p.m. – 5:30 a.m.	Rate of Pay:	\$24.00 per hour
Date Posted Up:	5/13/2024	Date Posted Down:	Until Filled
Time Up:	9:00 a.m.	Time Down:	

SUMMARY

Working under the direction of the Records Supervisor, the incumbent assists in the day to day operations of the Police Records Department, including working with the general public, with staff members in the procurement and maintenance of records and answers all non-emergency 911 calls. The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with the City safety rules and operating regulations, policies and procedures as well as federal, state, and local regulations. At all times, the incumbent maintains absolute confidentiality of all work-related matters.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the ability to interact with the public, City incumbents, and outside agencies with patience, tact, respect, and professionalism and the following. Other duties may be assigned.

Information/Communication

- Makes decisions in disseminating confidential information to the public;
- Attends required Lab training for Live Scan, AFIS and finger print classification;
- Answers the Technician phone lines; providing assistance to FWPD officer, other government agencies and departments, receives and transmits information to the appropriate authorities;
- Assists Input personnel with answering all incoming non-emergency 911 calls for the City of Fort Wayne;
 - Receives information via telephone or in person and speaks clearly in a calm or assertive, commanding voice, as appropriate;
 - Listens carefully, and follows departmental policies and procedures, extracts pertinent facts, offers calm assurance to distraught, excited or angry callers; Relays facts accurately, as quickly as possible, for appropriate action;
 - Observes and accurately recalls names, numbers, incidents and places;
 - Observes and recognizes unusual or dangerous situations or events;
 - Learns quickly and retains knowledge of locations of roads, streets, businesses and industrial plants and public buildings within the community;
 - Works in a high stress environment and makes decisions involving life and death situations;
 - Screens and disburses calls as appropriate;
 - Maintains mental and physical acuity, thinking clearly and acting quickly during stressful emergencies;
 - Responds to telephone and personal inquiries for general information;
 - Collects confidential citizen information in order to process calls for service in Spillman database;

Management/Operations

- Works independently without direct supervisory control and works in a confidential capacity due to information handled during work processes;
- Ink prints Juvenile offenders for felony convictions at the Allen County Juvenile Justice Center;
- Electronically and ink prints all taxi cab drivers and citizens for employment , certifications or personal reasons;
- Assists Allen County Courts with matching TCN numbers to prisoners;
- Researches all misdemeanor convictions in the My-Case system for previous arrest and conviction information for the officers to work felony cases.

Document Management, Processing & Analysis

- Works with confidential records in National Crime Information Center (NCIC), Indiana Data and Communications System (IDACS) and Spillman database;
- Initiate or confirm all IDACS/NCIC hit responses within the allotted 10 minute requirement;
- Processes local background checks and criminal history reports for other government agencies via email, fax systems and in person or over the phone;
- Enters all vehicle tows and private property tows on Holidays and when no Input staff is available;
- Creates photo line-ups or arrays for suspect identification in Detective Bureau cases;
- Acquires the necessary paperwork required for felony case to assist the Detective Bureau and Prosecutors office;
- Approves all gun permits issued by the City of Fort Wayne by following State Guidelines and completing background checks on the applicants;
- Facilitates all Sealed, Sentence Modifications, and Expungement documentation from Allen County Courts;
- Updates Spillman with Protective Order Service done in Allen County; Updates JTAC/Odyssey system when Protective Order Service is made by FWPD;
- Electronically processes prisoners fingerprints utilizing the Live Scan Printing system;
- Edits and verifies all fingerprints taken on the Live Scan system with Afis Finger printing system;
- Provides the Allen County Courts System with an additional copy of fingerprints when the electronic system fails;
- Photographs prisoners, victims of crimes, and recovered evidence for active police investigations;
- Photographs graduations, award ceremonies, and FWPD promotions;
- Records and issues all types of tickets/warning to Officers;
- Maintains a detailed log of radio calls, computer messages and inquiries received and transmitted;
- Enters all city stolen vehicles, missing persons, ATL, securities, recovered and stolen weapons, stolen license plates and stickers, vehicle parts in to the National Crime Information Center (NCIC), Indiana Data and Communications System (IDACS) and Spillman database;
- Continuous monitoring of all incoming IDACS/NCIC messages/traffic;
- Recovers or cancels all city stolen vehicles, missing persons, ATL, securities, recovered and stolen weapons, stolen license plates, articles and stickers, vehicle parts in to the National Crime Information Center (NCIC), Indiana Data and Communications System (IDACS) and Spillman database;
- Maintains documentation on all City arrests;

MARGINAL FUNCTIONS

- Maintains the workspace of the office areas;
- Performs other duties as assigned.

PERFORMANCE EXPECTATIONS

The incumbent is responsible to manage their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description

and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

EDUCATION and/or EXPERIENCE

- Associates degree (AA) or equivalent from two year-college, technical/trade school, or equivalent combination of education and/or experience in Criminal Justice;
- One year experience in a multi-tasking recordkeeping environment;
- Knowledge of and ability to make practical applications of the customary practices, procedures, rules and regulations of the FWPD Records and to take authoritative action as situations demand;
- Practical knowledge of area law enforcement, demands, and ability to effectively receive and enter calls requiring emergency and informational assistance;
- Ability to use and maintain all assigned Records equipment;
- Knowledge of and ability to read maps, use emergency code terminology and clearly and calmly respond during stressful situations;
- Knowledge of all streets and boundaries of the county and surrounding area;
- Ability to communicate effectively and make split-decisions in high stress life and death situations;
- Ability to condense large amounts of information into coherent typed remarks, and to use and understand a variety of acronyms and codes;
- Ability to establish and maintain effective working relationships with staff, other public safety agencies and the general public;
- Ability to establish priorities and accomplish multiple tasks in a limited time;
- Ability to use computer, copier, typewriter, scanner, telephone and other standard office equipment; Operates Windows based computer using Word, Excel, Spillman, and uses other standard office equipment as necessary, Automated Fingerprint Identifications system, Live Scan System, Fox Messenger System;
- Operates lightning fax system, laserfishe system, JTAC and state crash report system; Microfilm system and Indiana court System Odyssey.

OTHER KNOWLEDGE, SKILLS, and/or ABILITIES

- Ability to pass post-offer screening process;
- Ability to keyboard and perform data entry accurately, a keyboarding test will be administered;
- The work environment is 24/7 and minimum staffing levels are required; Ability to work weekends and/or holidays as required;
- Understanding of and ability to make practical application of customary practices, rules, regulations, procedures or techniques that are directly relevant to assigned tasks;
- Ability to meet and deal courteously with the public in person and over the telephone; Works with a diversified public;
- Ability to establish and maintain effective working relationship with supervisor, police personnel, and the public.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Ability to speak English fluently and document in the English language. Incumbent has contact with management, police personnel, and other employees within the organization, other agencies, and the public. Work relationships consist of explanation or interpretation of what is required in order to render service, carry out policies, and maintain coordination.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; Ability to deal with problems involving several concrete variables in standardized situations. Incumbent makes choices and takes action on a variety of moderately complex, relatively standardized assignments. Work will be reviewed for accuracy and quality upon completion. All work is verified in process and reviewed upon completion by a quality assurance control officer and must meet acceptable departmental standards. Work consists of basic, repetitive, routine tasks, processes, or operations. The incumbent has little opportunity to make choices in carrying out routine or recurring assignments or tasks. Work consists of standardized practices, procedures, or general work instructions; requires some analysis and judgment or selection of applicable methods and procedures.

CERTIFICATES, LICENSES, REGISTRATIONS

- IDACS/NCIC Certification must be obtained within the first six (6) months of employment;
- Passes IDACS/NCIC class and test; maintains certification and recertifies every two years;
- Maintains a valid Indiana Driver's License.

PHYSICAL DEMANDS

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 use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing 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 occasionally exposed to fumes or airborne particles. The noise level in the work environment is usually moderate. Due to possible stressful conditions, the incumbent must demonstrate considerable patience and tact when handling personnel problems and the general public.

Applications may be submitted on-line at www.cityoffortwayne.org or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1st Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Applicants must be 21 years of age or older to hold a CDL with the City of Fort Wayne. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.