



<b>WORKING TITLE:</b> SUPPORT SERVICES SPECIALIST	<b>CLASSIFICATION:</b> RECORDS CLERK
<b>DEPARTMENT:</b> SHERIFF	<b>DIVISION:</b> OPERATIONS/CORRECTIONS
<b>PAY RANGE:</b> T670N 05	<b>FLSA CATEGORY:</b> NON-EXEMPT
<b>PHYSICAL REQUIREMENTS:</b> ATTACHED	<b>WORKERS COMP CODE:</b> 8810
<b>PPE:</b> PER WORK LOCATION	<b>REVISION DATE:</b> AUGUST 2020

### **JOB DESCRIPTION**

***GENERAL STATEMENT OF DUTIES:***

Independently performs a variety of criminal justice records functions including entering records data, responding to requests for criminal justice records in accordance with federal, state, and local policies and procedures, and compiling statistics. Additionally, position serves as reception for the Sheriff's Office/Yamhill County Correctional Facility. May be required to work varied shifts including nights, weekends, and holidays. Support Service Specialist are subject to being held over or called back to work additional hours depending on the staffing needs of the office.

***SUPERVISION RECEIVED:***

Works under the management of the Division Captain and day-to-day supervision of the Support Services Supervisor, who will review work for conformance to established policies and procedures. Receives direction from the Support Services Supervisor, Division Captain, and/or supervising sergeants.

***SUPERVISION EXERCISED:***

Supervision is not a typical function assigned to this classification. However, the Support Services Specialist may provide training and orientation to newly assigned personnel on office policies and practices related to records functions; provide training on current records management system; provide training on Law Enforcement Data System (LEDS) to new employees; and serve as LEDS Representative for the Sheriff's Office.

**DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:**

- Enters and retrieves data from a variety of sources including local, state, and federal organizations such as Oregon Law Enforcement Data System (LEDS), National Crime Information System (NCIC), etc., following procedures, policies, and specific requirements of relevant system.
- Provides database information from a variety of law enforcement sources to administration, deputies, and staff.
- Reads, interprets, and performs detailed classification and coding of police reports based on local, state, and national standards.
- Enters, and modifies data from police reports into internal database with a high degree of accuracy.

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- Duplicates and distributes copies of police reports to administration, deputies, outside agencies, citizens, attorneys, insurance companies, and other interested parties.
- Interprets and applies state public records laws, federal privacy and freedom of information acts, and internal policies governing the release of information and documents.
- Processes criminal warrants, orders, and information through automated criminal justice records system; confirms warrants or documents to local and out-of-state law enforcement that grants authority to, or could lead to, a person's arrest.
- Ensures valid, recalled, and cancelled criminal warrants are returned to the appropriate courts.
- Maintains, modifies, validates, and purges information contained in law enforcement data systems.
- Processes information relating to the arrest, detention, incarceration, transport, release, and/or sentencing of a person within the criminal justice system.
- Meets and greets the public and directs individuals to appropriate staff.
- Receives, transfers, or refers calls to proper source. Provides information relating to law enforcement activities.
- Responds to requests for information in accordance with policy.
- Monitors, gathers, and documents information and data in accordance with office requirements.
- Compiles and maintains data and fiscal information for budgeting, billing purposes, and monthly reports.
- Processes financial transactions, collects fees, and issues receipts.
- Performs detailed filing and record keeping duties utilizing several systems. Develops and maintains filing systems.
- Conducts file and record searches.
- Indexes and cross-indexes records.
- Fingerprints and photographs individuals for a variety of law enforcement purposes.
- Communicates with staff and public using a variety of devices such as radios, multiline phones, etc.
- Performs adult-in-custody-related duties such as assisting officers by conducting pat-down searches of adult-in-custody as required.
- Operates computerized security system.
- Testifies truthfully in legal proceedings as required.
- Performs other duties as assigned.

### **JOB SPECIFICATION**

#### **KNOWLEDGE OF:**

- General office procedures including records maintenance, spelling, grammar, punctuation, and mathematics.
- Proper operation of standard office equipment including data entry equipment, telephone etiquette, and word processing software.
- Laws and regulations related to records processing.
- Practices, procedures, and guidelines relative to law enforcement records.
- Knowledge of basic law enforcement technology.

#### **SKILL IN:**

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- Establishing and maintaining effective working relationships with individuals from diverse backgrounds.
- Responding to the public as customers of Yamhill County Sheriff's Office and providing excellent customer service.
- Organizing and completing multiple projects and requests efficiently within strict timelines.
- Following oral and written instructions and checking work for completeness and accuracy.

### **ABILITY TO:**

- Communicate effectively both orally and in writing with the public, members of outside agencies, and coworkers.
- Work with public in resolving problems.
- Work with confidential and sensitive information in a professional manner.
- Learn, correctly interpret, and apply the policies and procedures of a law enforcement agency.
- Apply federal, state, and local laws, rules, regulations, policies, and timelines.
- Learn and apply computer software applications pertinent to functions of position.
- Earn and/or maintain required clearance/certification (e.g., LEADS, CJIS, etc.).
- Participate on a team to provide quality service.
- Maintain trustworthiness through integrity, truthfulness, consistency, and honesty.
- Attend work as scheduled and/or required.

### **MINIMUM EXPERIENCE AND TRAINING:**

High school diploma or GED certificate and one (1) year of full-time general office experience, including public/customer service are required. Any satisfactory equivalent combination of training and/or experience which provides the required knowledge, skills, and abilities is qualifying.

### **OTHER REQUIREMENTS:**

Must obtain LEADS certification within 3 months of hire. Ability to secure and maintain a driver's license valid in the state of Oregon. May be required to drive a County vehicle in the performance of duties. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806.070.

Will be subject to successful completion of a personal background check including, but not limited to, criminal, civil, driving, military, educational, and employment history.

This position carries an 18-month probationary period.

### **WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:**

The incumbent typically works in an office environment or institutional environment, depending on assignment location. Uses a two-way radio, computer, telephone, and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office; the noise level in the work environment is typical of that of an institution and includes exposure to alarms, sirens, and voice conversations. Incumbent may encounter frequent interruptions throughout the workday.

The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand

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motion, handle or feel; and to stand, walk, reach, bend, or lift up to 20 pounds.

Contact with the public in office environments may risk exposure to irrational/hostile behavior, communicable/contagious diseases, or contact with domestic animals.

*The physical demands 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.*

*This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.*

*The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.*