



**City of Coeur d'Alene  
Equal Employment Opportunity  
Records Specialist**

**Description:** Performs a variety of clerical and administrative tasks as well as customer service related skills in support of the police departments administrative function to document, process, maintain, compile and disseminate police records, case files, statistics and related information. Work includes entering data for police records into the National Incident Based Reporting System (NIBRS), entering data into the computerized law enforcement systems such as the National Crime Information Center (NCIC) and the Idaho Public Safety and Security System (ILETS) and prepares daily arrests and citation packets for court, responds to public information requests and other related duties. Due to the nature of the work, accuracy, attention to detail and multi-tasking are important skills which must be demonstrated by the incumbent. Records Specialists report to the Records Supervisor who reviews work in progress and after the fact for quality, quantity, accuracy and neatness of tasks performed and services provided to the public. Records Specialists do not supervise, but may be required to train new employees in the same or similar job. The principal duties of this class are performed in a general office environment.

**Wages & Benefits:** Starting wage is \$17.49 per hour, eligible for a five percent increase after 12-months of service with standard or above evaluations. This position is supplemented by a generous benefit package ([summary of benefits](#)) and membership in PERSI (Public Employee Retirement System of Idaho) is required.

**Conditions of Employment:** A successful completion of drug testing is required and applicant must pass a polygraph and background check prior to employment.

**Acceptable Experience and Training:** High school diploma or GED equivalency or any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

**Preferred Experience:**

- Previous general office skills and work-related customer service experience;
- Previous law enforcement experience; and
- NCIC system certification.

**Knowledge, Skills and Abilities**

Knowledge of:

- General office operations including, use of office equipment, personal computer, transcription machine, telephone, fax machine, and copy machine as required by the position;
- Customer service skills, may be first point of contact to various public inquires;
- English grammar, spelling and punctuation;
- Modern filing systems related to alphabetical and numeric files.

Ability to:

- Uses a personal computer and various software applications;
- Perform typing work at an acceptable level of proficiency as required by the position;
- Establish and maintain effective working relationships with department personnel, city officials, and the general public.
- Learn and correctly apply routine division and department policies and procedures;
- Read, comprehend, and follow simple oral and written instructions; and to understand and apply available guidelines to varied operational requirements;
- Keep criminal activity records, case files and other information confidential;

- Establish and maintain comprehensive records and files;
- Communicate, meet, and deal with the public and employees in person or by phone, in a pleasant, courteous manner;
- Provide quality services in a cost-effective manner and to recommend improved methods of performing the work;
- Make sound and reasonable decisions in accordance with laws, ordinances, regulations and established procedures;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

### **Examples of Work (Illustrative Only)**

(Each employee in this classification may not perform all of the duties listed below. Records Specialists are cross-trained to perform all tasks and may specialize in a certain task(s) or area(s).)

- Enters data into electronic database, including citations, arrests, reports, accidents and dispositions submitted by officers or report takers; assembles case packets; processes and copies documents to be sent to the City Attorney, prosecuting attorney, court, officers and other agencies and departments;
- Enters data into electronic database, including citations, arrests, reports, accidents and dispositions submitted by officers or report takers; assembles case packets; processes and copies documents to be sent to the City Attorney, prosecuting attorney, court, officers and other agencies and departments;
- Enters data into electronic database, including citations, arrests, reports, accidents and dispositions submitted by officers or report takers; assembles case packets; processes and copies documents to be sent to the City Attorney, prosecuting attorney, court, officers and other agencies and departments;
- Checks and modifies records, monitors in-house computer, generates statistical summaries for calls and services for staff and other agencies and the public;
- Processes, updates and maintains information on the National Incident Based Reporting System (NIBRS); retrieves and organizes information to compile regular NIBR reports; analyzes nature of reports, establishes categories and classifications; monitors files to assure proper NIBR reporting;
- Prepares and reviews entry and edit programs to detect and correct errors;
- Extracts data from the Records Management System (Spillman) and prepares department and other governmental agencies reports;
- Release reports, makes copies and distributes to requesting members of the public and police personnel;
- Stores all Police reports as they come in for optical imaging and scanning into the archives system;
- Performs local criminal background checks for employment purposes and certified records checks for adoption and immigration purposes;
- Processes and approves public information requests in compliance with the Idaho Public Records Act and applicable federal laws;
- Compiles statistical reports for department, State of Idaho and National Incident Based Reporting (NIBR) requirements;
- Analyzes, classifies and enters all information gathered by police department related to incidents occurring within the City;
- Maintains daily log of impounded vehicles; identifies record by date, registered owner and lien holder; identifies reason for impoundment; issues certified letters to registered owner and legal lien holders and notifies them of fees, location of vehicle; processes paperwork prior to public auction;
- Makes recommendations and creates record keeping procedures and systems to improve operations and ensure compliance with new and existing laws;
- Ensures proper collection, indexing archival, retention and disposal of all official department records;
- Maintains a daily book of court cancellations and records information on a daily message for officers;
- Performs general office typing as needed to complete forms, memos, letters, schedules, applications and other correspondence;
- Performs general office duties such as copying, assisting the public, responding to telephone calls;

- Assists individuals with required fingerprinting services and completing the appropriate documents; collects fees for fingerprinting, civil citations, VIN inspections, and certain public records requests;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities.

#### **Other Duties and Responsibilities**

- Participates in organized committees upon request;
- Responds to general public requests and contacts;
- Performs related duties as required.

#### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to enter, process, monitor, review and maintain written records.
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computer equipment, ten key calculator and other office equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in an office setting.

**Application Procedure:** Applicants meeting the qualification requirements are invited to submit a completed City of Coeur d'Alene Employment Application to the Human Resources Office, City Hall, 710 Mullan, Coeur d'Alene, ID 83814. Application deadline is Friday, August 18, 2017 5:00 p.m. Applications will be screened, and those applicants with the most appropriate qualifications will be invited for further testing. If you would like to request a reasonable accommodation for the recruitment process due to a disability, please provide a written request and submit with your City of Coeur d'Alene application.

*The City of Coeur d'Alene is committed to providing equal employment opportunity for all persons without regard to race, color, religion, gender, age, national origin, sexual orientation, gender identity, disability, veteran status, or any other applicable legally protected status.*