

Telephone Reporting Unit Specialist



General Summary of Classification:

Works a rotating shift schedule to provide 24-hour/7-days week telephone and in-person coverage to support Division of Police operations; performs specialized support duties related documents & records management using multiple proprietary task-specific systems to enter, maintain, retrieve and report data; handles non-emergency telephone calls from citizens and Police personnel in support of Record Unit's operations; performs other related work under general supervision as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Accurately prepares detailed Incident/Crime Reports self-reported by citizens by phone;
- Accurately codes and enters Incident/Crime Reports (ICRs) into ICR Builder;
- Accurately enters calls-for-service using CAD 24/7;
- Manages numerous queues in PRIME related to ICRs and arrests;
- Runs VCIN queries related to stolen vehicles, stolen license plates, and criminal histories;
- Runs data queries to problem-solve ICR and arrest issues;
- Processes domestic violence supplemental documents from Kofax to ICR Builder and Case Builder;
- Performs routine quality control audits for accuracy and completeness, to ensure proper coding and to research and make the necessary corrections for documentation and reports including but not limited to arrests, incident/crime reports, IBR data, VCIN query results, domestic violence documentation, etc.;
- Uploads and corrects IBR data problems on the VA State Police website as assigned;
- Provides additional operational support by staffing citizen windows, receptionist desk, and the officer window, collecting service fees, responding to hot line calls etc., during regular and non-regular business hours including evenings, nights, and weekends as necessary;
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Sound working knowledge of offense codes; accurately applies own sound working knowledge of department operations, programs, processes, policies, and procedures to assigned job duties and a wide variety of task related situations, including unusual and sensitive situations; ability to consistently and accurately code incident/crime reports; ability to read, comprehend, interpret, apply, and communicate complex policies, directives, regulations, and requirements accurately.
- **Technical:** Excellent computer, telephone and data management skills with demonstrated consistently high accuracy and ability to efficiently use multiple computer terminals, fax machines, copiers, printers and other standard office equipment, common business software as well as a variety of proprietary systems and software specific to the Division of Police to perform assigned job duties; excellent data entry and documentation skills with ability to accurately enter and retrieve data from the Virginia State Police reporting system and other specialized Police reporting databases.
- **Interpersonal, Communication and Customer Service:** Routinely handles interacts with the public and Police operations' staff; clearly and accurately communicates using tact and courtesy to provide assistance to County citizens and department staff; consistently delivers exceptional customer service to citizens and various internal/external stakeholders; works well independently and as part of a team.
- **Decision-making and Authority:** Strictly adheres to established procedures and protocols; consistently uses sound judgment when making independent decisions; appropriately refers unusual issues to the supervisor or appropriate division personnel; accurately interprets, applies and explains policies and their application to issues.
- **Leadership:** Serves as an initial point of contact between the citizens and the department and for Police operational staff.
- **Environment:** Reliably works a rotating shift schedule in an office-type setting to staff the Records Unit operations 24/7.
- **Physical:** Physical ability necessary to carryout duties and operate equipment in assigned unit of operation.

Minimum Education and Experience:

Education: High school diploma or GED;

Experience: 2 years of relevant admin support experience, preferably in a public safety setting;

OR: Any equivalent combination of experience and training which provides the necessary knowledge, skills, and abilities.

Other Requirements (License, Certifications, Training, etc.):

- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of NIMS ICS 700. Additional NIMS ICS training courses may be required.