

CITY OF CHATTANOOGA

Classification Specification Title: Police Information Center Tech 1

Department: Chattanooga Police Dept.

Pay Grade: GS.04

Supervision Received From: Police Info Center Manager

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 12/18/14

**Revision Dates: 4/3/25;
5/14/24; 10/20/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for performing a variety of duties related to supporting police activities. Duties may include: processing, maintaining and disseminating a variety of police records, filling requests for reports; copying and distributing reports; processing reports; processing expungements; deleting charges; providing customer service and clerical support functions, taking incident reports from walk-in visitors and telephone callers; completing traffic accident forms to report delayed traffic accidents; and sorting/filing traffic accident reports; redacting reports for open records requests and determining the request can be released. Work requires close supervision (although some tasks are routine that little supervision is required).

SERIES LEVEL: Police Information Center Technician 1 is the first level of a four-level police information center series.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Provides customer service and clerical support functions in support of departmental operations which may include answering the telephone; preparing and maintaining a variety of records and logs in accordance with established formats and procedures; assisting with special projects as needed; conducting computer-related inquiries as requested by sworn personnel staff.

Receives, verifies, organizes, sorts, tabulates, and/or prepares a variety of data from reports, records, and related documentation; Logs, stamps, and documents requests, searches, and data entries; maintains a variety of records, logs, ledgers, and files.

Coordinates the dissemination of information with other departments and external agencies; verifies authorizations for disclosure or release of records; and processes records requests. Coordinates with internal staff and departments and other jurisdictions in locating, confirming, and/or obtaining records.

Enters and processes records and data; retrieves files; files, distributes, copies, and sorts a variety of records, reports, and/or other related items. Processes data and records searches and requests.

Processes payments received from individuals, attorneys, and/or other interested parties for copies of police records and reports. Receives and responds to requests for information from internal staff and external individuals, agencies, and/or other interested parties.

Reviews information contained in applicable reports and/or databases to ensure completeness and accuracy of information; implements corrective action as appropriate; forwards reports and information to applicable internal staff for errors or omissions that are not readily identifiable. Completes incident reports from walk-in visitors and telephone calls.

Completes traffic accident forms to report delayed traffic accidents; sorts and files traffic accident reports and other paperwork. Prints and creates forms used by the department utilizing commercial grade copy machines.

Loads boxes with mail into and off the mail car; delivers letters, documents, and parcels to other city departments; sorts mail including packages and delivers them within the department and other city departments by foot or by vehicle.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS: High School Diploma or GED and one (1) year related customer service or clerical experience; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS: Valid Driver's License NCIC (National Criminal Information Computer) certification required within six (6) months of hire. TIES (Tennessee Information Enforcement System) certification required within six (6) months of hire. TCIC (Tennessee Crime Information Center) certification required within six (6) months of hire.

SUPPLEMENTAL INFORMATION:

Knowledge of facility security and safety principles and practices; customer service principles; records management principles and practices; police terminology and modern office equipment and procedures.

Skills in providing customer service; monitoring facilities and grounds to identify potential security or safety hazards; operating modern office equipment; performing clerical support activities; and, communication and interpersonal skills as applied to interaction with coworkers, supervisor, the public, etc. sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS: Positions in this class typically require reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT: Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

SPECIAL REQUIREMENTS:

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.