

CITY OF CHATTANOOGA

Classification Specification Title: Terminal Agency Coordinator

Department: Police

Pay Grade: GS.06

Supervision Received From: Police Info Center Mgr

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 6/29/07

Revision Dates: 4/4/25;

10/20/23; 1/11/23

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for monitoring and maintaining sworn and civilian NCIC certification records to ensure credentialing is current and required paperwork is complete. Duties include: maintaining recertification records, establishing and maintaining audit procedures, preparing for audits, monitoring compliance with applicable standards and regulations, and serving as a liaison with the TBI and FBI. Work is performed under limited supervision.

SERIES LEVEL: The Terminal Agency Coordinator is the third 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.)

Supervises staff to include prioritizing and assigning work; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment and making hiring, termination, and disciplinary recommendations.

Monitors and maintains NCIC certification and recertification records for Sworn yearly and Civilian police staff once every two (2) years to ensure credential requirements are current and appropriate paperwork is complete. TAC and ALT/TAC must notify the LESU in writing (on agency letterhead) of positive results to Triple I (III) and Criminal History Record Information (CHRI) inquiries on intended students and/or testing candidates.

The TAC and A/TAC are also required to remove any certified sworn or civilian personnel who are no longer employed with the CPD from the TBI's CJIS nexTest Testing, as well as emailing CPD's RTIC Technology Specialist to remove all necessary access from their accounts.

Serves as the primary point of contact to the FBI, TBI, and applicable satellite agencies within the County.

Monitors compliance with applicable State and NCIC policies and regulations, including validation requirements.

Performs administrative and technical work to train public safety staff on NCIC BASIC and QUERY use.

Compiles, prepares, and disseminates information and documentation to TBI as requested.

Validates Hot File entries to ensure accuracy and completeness of information every month. This is to ensure responsibility for our agency records and non-terminal agency records entered into NCIC are accurate, complete, and still active online.

Provides technical assistance to eAgent 2.0 and Vision Query users.

Maintains paperwork in preparation of audits performed by the FBI and TBI.

Responsible for running all background checks on DIT employees hired to work in IT and the Mayor's office.

Enters all new IT employees who are required to take the CJIS Online Security Awareness Training every two (2) years, that includes running a Triple I Background check in order to maintain their certification and also remove them from the system when they are no longer an employee.

Runs all Triple I Background checks that are received from CPD's Police Fleet and Facilities Manager when there is a Request for Card Entry as well as running Triple I Background checks for outside sworn officers who are investigating Crimes with the CPD officers.

Runs Triple I's on all Vendors and Contract workers who need access to all CPD Facilities. Requests Off-line searches from TIES, NCIC, NLETS, and the Tennessee Department of Revenue, Vehicle Services Division.

Runs all CPD employees Drivers' License to ensure that they are in proper standing prior to their birth month.

Makes a daily third party check on all Missing Person, Stolen Vehicles, Stolen Guns, and Stolen License Plates that are entered in NCIC from sworn CPD officers on a daily basis from all shifts. This is to ensure that all entries are entered into the NCIC Database correctly.

Notifies TBI's LESU in writing on agency letterhead if a TIES certified Personnel is called to active Military Duty or on FMLA as soon as they go out on leave.

Contact the LESU when each personnel returns to the CPD.

Audits services to ensure that all required documentation is in place for when an audit is performed by TBI.

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: Associate's Degree and four (4) years of clerical or records experience in a police department; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS: Valid Driver's License: Ability to obtain TAC Certification, BASIC NCIC Certification and Instructor Certification within six (6) months of hire.

SUPPLEMENTAL INFORMATION:

Knowledge of applicable Federal, State, and Local laws, ordinances, codes, rules, regulations, policies and procedures; NCIC certification and recertification requirements; applicable software; training methods; and, customer service principles.

Skill in using a computer and related software applications; providing customer service; providing technical support to individuals utilizing software; preparing for audits; keyboarding; facilitating training sessions; and, communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

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

WORK ENVIRONMENT: Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

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.