

Class Code: M63
City of Anaheim
Class Specification

Classification:
CLETS/NCIC Specialist

Definition: Under general supervision, to serve as the Police Department's liaison to the Department of Justice and other law enforcement agencies, performing a wide variety of duties pertaining to the use of CLETS, NCIC, NLETS, DOJ Criminal Justice data bases and OCATS.

Examples of Essential Job Functions:

Conducts mandatory CLETS policies and procedures training to Police Department (sworn and civilian), Code Enforcement, Public Utility Investigators and Fire Department (Arson and Hazardous Material) employees.

Provides instructional (one-on-one) teletype training to Records Bureau employees and other Details as requested; evaluates performance of personnel during teletype training, identifies areas of improvement and works with employee to meet department standards; provides written observations to the Records Supervisor on trainee's teletype performance for evaluation purposes; updates and revises department wide teletype instructional manuals; composes informational and instructional memorandums to Bureau employees on teletype related issues and practices.

Coordinates, administers and reviews mandated Proficiency Testing for Full Access Operators of the department; advises and instructs department personnel on new systems or formats available for inquiry and/or entry.

Assists department personnel with problem solving and methods of gaining information from law enforcement data bases; provides training resource information on an ongoing basis to department police academy students and field training officers.

Receives and monitors new legislation for impact on, or changes to NCIC, CLETS and OCATS procedures; creates new and/or modifies current department procedures for system inquiry and entry as a result of legislative changes; composes departmental legal updates as related to CLETS, NCIC and OCATS.

Attends computerized CLETS User Group meetings and conferences for information on system enhancements, updates on new legislation, legal requirements and guidelines; recommends modifications, additions, deletions to the Department Procedure Manual on issues relating to CLETS/NCIC instructions; prepares written reports and recommendations related to legislative changes impacting Bureau and/or Department procedures on law enforcement data base systems; serves as liaison to the Department of Justice for all CLETS users on liability, procedural and regulation inquiries.

Oversees and ensures the department's compliance with CLETS, CJIS, NCIC and NLETS policies and procedures; provides troubleshooting on minor problems associated with Datamaxx terminals and printers; formats new screens; maintains list of CLETS terminal locations within the Department; provides input and makes recommendations on the addition of mnemonics and any changes requested to terminal access within the department;

Prepares and/or collects required documents for DOJ and FBI site audits; assists DOJ and/or FBI field representatives with the completion of the site audit(s); provides input to and oversees the implementation of recommendations to the audit report conclusions.

Serves as liaison for the department to OCSD, host agency for Orange County's CLETS Message Switch and OCATS (Orange County Telecommunications System).

Coordinates and responds to DOJ CLETS-related and OCSD OCATS-related correspondence; composes Law Enforcement Bulletins pertaining to CLETS, NCIC and OCATS associated matters; responds to inquiries and provides information to various personnel within the Department, City, North Court, Department of Justice and other law enforcement agencies; receives and responds to CJIS/NCIC Validation lists; researches list documents and mails appropriate correspondence to involved parties; requests Journal and off-line Searches for investigators, etc, at the County and State levels.

Develops new departmental forms for entry of information to the automated systems; revises existing forms as necessary; advises Records Manager and Automation personnel of upcoming system enhancements and/or modifications requiring programming changes; oversees annual purge of Automated Firearm System entries.

Develops NCIC, CLETS and OCATS related training programs and manuals to address department's needs; researches and provides information to the Department's Training Officer on NCIC, CLETS, OCATS and DMV for Training Bulletin publications.

Places service call(s) for equipment repair; troubleshoots and corrects problems with RMS and Optical Disk system and coordinates the resolution of more difficult problems with Automation personnel.

Resolves customer/citizen complaints for area; answers record related questions from other Bureaus and Details.

Serves as acting supervisor or manager; responds to verbal inquiries related to the release of documents or information; may attend meetings with Division Captain to advise, or be advised of, special activities or occurrences; oversees and assigns daily work assignments of shift personnel; completes payroll sheets; counsels employees as necessary.

Job Related Qualifications:

Experience: Responsible journey-level experience as a Teletype Operator or an Agency Terminal Coordinator in a law enforcement environment.

Knowledge of: California Department of Justice and FBI training mandates; record keeping practices; law enforcement data bases, terminology and procedures; CLETS/NCIC and OCATS procedures, CLETS Subscriber Agreement, Operating Policies, Practices and Procedures; all aspects of CLETS, CJIS, NCIC, NLETS and OCATS; City, Department and Bureau performance standards; supervisory, training and performance evaluation techniques and procedures; enhancements, additions and new systems available on law enforcement data bases; policies and regulations related to access of such systems; information resources, materials, organizations and publications related to these systems; legislation, case law and policies affecting telecommunications data bases; Automated Stolen Vehicle, Missing Persons, Firearms and Property Systems; case documents storage format(s), policies and regulations.

Ability to: Effectively communicate technical information to a diverse, multi-level (rank) audience; establish and maintain accurate filing systems; clearly direct and evaluate performance and identify areas of improvement and propose solutions; read and understand laws, codes, ordinances and regulations; analyze and prepare written reports regarding legislation impacting the various law enforcement automated systems; communicate clearly and concisely both orally and in writing; read, understand and communicate laws and regulations pertaining to information access and release; make sound recommendations; compile technical information and prepare in instructional format; review documentation, identify and administer necessary changes to various systems; establish and maintain effective working relationships with a wide range of sworn and non-sworn personnel internal and external to the City.

Physical Requirements: Working in an office environment.

License and/or Certification Required: Possession of a current CLETS/NCIC Trainer Certification to be renewed annually.

Note: Requires successful completion of a State and FBI fingerprint check.

Supervision Received: Works under general supervision of a Police Records Supervisor. Work in progress and completed work is checked periodically.

Supervision Exercised: When acting as either the Shift Supervisor or Records Manager, will make assignments, review work in progress and when completed, provide training, complete performance evaluations, discipline employees. May participate in the hiring and firing process.

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.