

CITY OF FORT WAYNE JOB POSTING

Applicants and Employees must meet duties/essential functions and minimum requirements.

Job Vacancy:	Information Technician	Department:	Police Records
Requisition Number:	2024263		
Hours:	2:30 p.m. – 10:30 p.m., may vary	Rate of Pay:	\$21.35 per hour
Date Posted Up:	10/4/2024	Date Posted Down:	Until Filled
Time Up:	3:00 p.m.	Time Down:	

SUMMARY

Working under the direction of the Records Supervisor, the incumbent assists in the day to day operations of the Police Records Department, including working with the general public, with staff members in the procurement and maintenance of records and answers all non-emergency 911 calls. The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with the City safety rules and operating regulations, policies and procedures as well as federal, state, and local regulations. At all times, the incumbent maintains absolute confidentiality of all work-related matters.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the ability to interact with the public, City incumbents, and outside agencies with patience, tact, respect, and professionalism and the following. Other duties may be assigned.

Management & Operations

- Works independently without direct supervisory control and works in a confidential capacity due to information handled during work processes;
- Responsible for problem solving, handling situations which create high stress levels, and solving police situations with very little supervision;
- Works with confidential records in National Crime Information Center (NCIC), Indiana Data and Communications System (IDACS)and Spillman database;
- All work is verified by Quality Assurance Control Officer and must meet acceptable departmental standards;

Document Management, Processing & Analysis

- Processes local background checks for criminal history reports for business & citizens;
- Enter non-emergency Misdemeanor crime reports into Spillman via the telephone and for walk in customers;
- Enters impounded, Neighborhood Code Enforcement, and accident tow slip information into the Spillman computer system, run all 50 states for NCIC/IDACS checks on license plates and VINS, and releases vehicles to title holder, send 72 hour State law notification if required, and if required process the vehicle for abandonment;
- Enter all attempt to locate vehicles information into the Spillman Computer System, if vehicle is impounded, run NCIC/IDACS checks on license plate and VIN number, and releases vehicles to title hold, send 72 hours State law notification if required and if required, process the vehicle for abandonment;
- Enters all protective orders into Spillman from JTAC system;
- Enters all police citations into Spillman;
- Enters all stolen property IDACS/NCIC;

- Generates a Spillman report for distribution of all special attention reports for Mental Health of Allen County, Child Protective Services, and City risk Management;
- Scans, prepares, and processes all reports for destruction;
- Collects fees and issues receipts for services at the counter;

Information & Communication

- Makes decisions in disseminating confidential information to the public;
- Collects confidential citizen information in order to process handgun permit applications and criminal history reports;
- Answers all incoming non-emergency 911 calls for the City of Fort Wayne; which entails
 - Receives information via telephone or in person and speaks clearly in a calm or assertive, commanding voice, as appropriate;
 - Listens carefully, and follows departmental policies and procedures, extracts pertinent facts, offers calm assurance to distraught, excited or angry callers; Relays facts accurately, as quickly as possible, for appropriate action;
 - Evaluates emergencies & extracts appropriate information from the caller quickly in to provide the appropriate assistance in the shortest amount of time
 - Observes and accurately recalls names, numbers, incidents and places;
 - Observes and recognizes unusual or dangerous situations or events;
 - Learns quickly and retains knowledge of locations of roads, streets, businesses and industrial plants and public buildings within the community;
 - Reads reports, memos, training material, and other pertinent information;
 - Reads and understands written laws, and departmental rules, regulations and procedures;
 - Works in a high stress environment and makes decisions involving life and death situations;
 - Screens and disburses calls as appropriate;
 - Maintains mental and physical acuity, thinking clearly and acting quickly during stressful emergencies;
 - Responds to telephone and personal inquiries for general information;
 - Collects confidential citizen information in order to process calls for service in Spillman database;
 - Enters Fort Wayne Police Department non-emergency run into the Spillman Cad System;
- Maintain a professional working relationship with Parkers towing staff;
- Processes and logs all incoming mail request for the department;

MARGINAL FUNCTIONS

- Maintains the workspace of the office areas;
- Performs other duties as assigned.

PERFORMANCE EXPECTATIONS

The incumbent is responsible to manage their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- Associates degree (AA) or equivalent from two year-college, technical/trade school, or equivalent combination of education and/or experience in Criminal Justice;
- One year experience in a multi-tasking recordkeeping environment;
- Ability to pass post-offer screening process.
- Knowledge of and ability to make practical applications of the customary practices, procedures, rules and regulations of the FWPD Records and to take authoritative action as situations demand;
- Practical knowledge of area law enforcement, demands, and ability to effectively receive and enter calls requiring emergency and informational assistance;
- Ability to use and maintain all assigned Records equipment;
- Knowledge of and ability to read maps, use emergency code terminology and clearly and calmly respond during stressful situations;
- Knowledge of all streets and boundaries of the county and surrounding area;
- Ability to communicate effectively and make split-decisions in high stress life and death situations;
- Ability to condense large amounts of information into coherent typed remarks, and to use and understand a variety of acronyms and codes;
- Ability to establish and maintain effective working relationships with staff, other public safety agencies and the general public; Works with a diversified general public;
- Ability to establish priorities and accomplish multiple tasks in a timely manner;
- Ability to use computer, copier, typewriter, scanner, telephone and other standard office equipment; Operates Windows based computer using Word, Excel, Spillman, and uses other standard office equipment as necessary;
- Operates lightning fax system, laser fish system, JTAC and state crash report system.

OTHER SKILLS AND ABILITIES

- Ability to keyboard and perform data entry accurately, a keyboarding test will be administered;
- Ability to pass required certifications;
- Ability to meet and deal courteously with the public in person and over the telephone;
- Ability to establish and maintain effective working relationship with supervisor, police personnel and the general public;
- The work environment is a 24/7 facility; Ability to work alternate weekends and/or Holidays as request by Chief is required.

LANGUAGE SKILLS

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports, business correspondence, and procedure manuals. Ability to speak effectively before groups of customers or employees of organization. Ability to speak English fluently and documents in the English language.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; Ability to deal with problems involving several concrete variables in standardized

situations. Incumbent makes choices and takes action on a variety of moderately complex, relatively standardized assignments. Work will be reviewed for accuracy and quality upon completion.

CERTIFICATES, LICENSES, REGISTRATIONS

- IDACS/NCIC Certification;
- Must be able to pass IDACS/NCIC class and test; must maintain certification and recertify every two years;
- Valid Indiana driver's license.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment is 24/7 and minimum staffing levels are required. Individual must be able to work alternating weekends and/or holidays. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Applications may be submitted on-line at www.cityoffortwayne.org or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1st Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Applicants must be 21 years of age or older to hold a CDL with the City of Fort Wayne. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.