



NAMPA POLICE DEPARTMENT IS NOW ACCEPTING APPLICATIONS FOR RECORDS SPECIALIST

Role Statement: A Records Specialist performs a support staff role and works under the supervision of the Records Supervisor.

This includes providing a variety of office support and clerical duties such as customer service, record maintenance and administrative work. Primary responsibilities include assisting the public both in person and by phone, maintaining police records, processing documents for court actions, entering Nampa City warrants, providing requested information to the public/Police Officers and aiding in the support of the overall departmental COMPSTAT mission.

Key Job Accountabilities:

- Assists the public with requests for an officer response, directs calls and appointments, and may provide general information to customers regarding available community resource programs/services.
- Responds to all internal and external customers through contact with law enforcement personnel, the general public, or other professional personnel respectfully and in a timely manner.
- Performs office and law enforcement support responsibilities such as fingerprinting, assisting with County issued summons'/subpoenas/NCO's/protection orders, issuing dog licenses, bike registrations, mail distribution, compiling monthly employee stat reports, processing non-emergency/accident reports and billing and collection of parking ticket and false alarm reports.

- Handles interactions where customers are potentially confused, emotional, or angry in regard to law enforcement contact or in need of assistance by an officer, appropriate person, or department.
- Prepares incoming paperwork involving incident arrest reports, warrants return of services, and citations scanned and routed for court actions.
- Performs daily audits to ensure clean data utilized by Crime Analysts in the aid of proactive police responses. Performs accurate and timely data reporting in accordance with FBI standards to include reviewing and updating reports while ensuring that they are properly maintained for public use, criminal investigators, and others when necessary.
- Utilizes the NIBRS standards to interpret and classify police reports for persons and property crimes, Special Investigations Unit, as well as all non-NIBRS and NIBRS reporting for data entry into the Records Management System (RMS); performs 2nd check process for accuracy.
- Responsible for the entry of active Nampa City warrants (NCIC and RMS), warrant updates and maintenance, and warrants 2nd check process.
- Assists TAC officers with monthly validation duties, such as maintaining victim contact by phone or mail, updating the NCIC entries and RMS documentation.
- Processes public records requests and subpoenas from attorneys, insurance companies, media, other agencies and the public for police/accident reports and other general department information.
- Locates information and redacts reports according to the Idaho State Public Records Law, sends response letters and requested reports within Idaho Code timeline and documents released reports.
- Knowledge of Idaho Code, Idaho State Historical Society, and Nampa City policy regarding retention and purges archived files.
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar positions.
- Contributes to the overall departmental COMPSTAT mission by providing clean data for analytical purposes. Attends monthly departmental COMPSTAT meetings along with conferences, workshops, and training sessions to remain current on principles, practices, and new developments in assigned work areas.
- Assumes responsibility for other duties as required or assigned, such as criminal histories/Code X's, background checks, photo line ups, warrant recalls, officer court call offs, and case status forms.

Knowledge, Skills and Abilities Required:

- Knowledge of basic office procedures and practices, computer programs and office equipment
- Willingness to quickly learn and use new skills and knowledge brought about by rapidly changing information and/or technology.
- Ability to prioritize daily workload to maximize efficiency.
- Must have the ability to multitask and work effectively with frequent interruptions.
- Knowledge of good customer services practices, both internally and externally by phone and in person
- Ability to deal with a wide range of persons, including situations in which individuals may be upset.

- Ability to perform a wide variety of duties and responsibilities with attention to detail, accuracy, and efficiency under the pressure of time-sensitive deadlines.
- Ability to be adaptable and/or flexible in a dynamic environment.
- Ability to understand and follow oral and/or written policies, procedures, and instructions.
- Ability to maintain confidentiality.
- Applicant must be able to pass Nampa Police Department background check.

Education, Experience Level, Certification Requirements:

High School Graduate or General Education Degree (GED) or Work Equivalent. Must obtain NCIC and ILETS Certification for the access of law enforcement record systems (will obtain on the job).

Must obtain a Notary Public (after employment begins).

Proficiency in typing.

Working Conditions (more detailed essential physical job functions available upon request):

The duties of this position are performed in a general office environment with moderate noise level. The ability to sit and/or stand in a stationary position for extended periods of time.

Manual dexterity to operate computer systems.

Ability to physically assist individuals in the collection of fingerprints.

Lifting and moving items up to 25 pounds periodically.

Specific Disqualifiers/Behaviors:

No marijuana uses in the last three (3) years or illicit drugs use in the last five years (5).

No felony or serious misdemeanor convictions since the age of 18

- No under the age of 18 adult criminal waivers
- No undetected felony or serious misdemeanors committed by applicant since the age of 18.
- No minor misdemeanor convictions in the last 5 years or extensive minor misdemeanor history
- Able to meet all IDAPA rules concerning character, drug use, traffic violations, and criminal violations.
- You can find these rules and disqualifiers at <http://www.post.idaho.gov/>

*The City of Nampa is an equal employment opportunity employer. All applicants will be considered for employment without regard to race, color, religion, sex, national origin, veteran, disability status or any other characteristic protected by federal, state, or local laws. The City of Nampa has a Drug/Alcohol Free Workplace Policy. Any offer of employment is contingent upon passing a pre-employment drug test and background check. All positions may close prior to closing date.