

FORSYTH COUNTY, GEORGIA CLASSIFICATION DESCRIPTION

CLASSIFICATION TITLE: CJIS OPERATOR

PURPOSE OF CLASSIFICATION

The purpose of this classification is to operate the state/national Criminal Justice Information System (CJIS), to include answering telephone lines, entering and retrieving information into/from CJIS, communicating effectively with persons requesting CJIS information, relaying information from CJIS, and performing related administrative support tasks.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Performs multiple tasks simultaneously, takes appropriate actions, and remains calm under all circumstances.

Answers multiple telephone lines; enters data into Criminal Justice Information System computer system.

Receives officer-initiated requests for information.

Contacts various other departments to resolve problems with requests received or with entries into CJIS.

Assists other jurisdictions as requested; contacts surrounding law enforcement agencies for assistance when needed.

Provides the general public with directions/referrals, answers to citizen complaints/concerns, and other information requested regarding the community or situation.

Enters/retrieves a variety of data into/from GCIC/NCIC, and/or in-house computer; modifies, locates, maintains, saves, and/or clears files/records within database; records information manually into appropriate logs when computer is out of service.

Runs criminal and driver histories and computer background checks; handles inquiries on driver's licenses (OLNs), vehicle identification numbers/tags, warrants/summons, stolen articles/property, wanted/missing persons, and guns.

Relays various information from GCIC/computer database to officers and other requesting agencies.

Notifies appropriate personnel, supervisors, and/or command staff of critical emergency situations and/or problems with GCIC or other computer equipment.

Maintains assorted logs detailing daily activity, including approved contractors, training logs, Terminal Agency Coordinators training logs, GCIC tests and workbooks, GCIC/NCIC entries/retrievals of information, facsimiles, and teletypes.

Completes, prepares, processes, and/or files a variety of forms, teletypes, legal documents, tests, requests, reports, correspondence, and other documentation associated with the daily routine of the position; maintains files and administrative records.

Operates a personal computer, general office equipment, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, desktop publishing, e-mail, Internet, or other computer programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper or toner.

Performs administrative support duties such as replenishing various forms, changing computer paper, shredding confidential material, or disseminating information to various departments.

Cooperates with federal, state, and local law enforcement agencies and its officers/representatives when activities are related to investigations within County jurisdiction.

Communicates with supervisor, employees, dispatchers, other departments, County officials, outside agencies, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Attends training courses as offered by the department or as required by law to maintain applicable certifications, remain informed of departmental operations, and to promote improved job performance.

ADDITIONAL FUNCTIONS

This classification is designated as a safety sensitive position which is subject to random drug and alcohol testing and any other drug testing methods as stated in policies adopted by Forsyth County concerning drug and alcohol.

Performs clerical support tasks, which may include making copies, sending/receiving faxes, locating telephone numbers and addresses, or researching and contacting business/residence callouts; performs housekeeping tasks.

Provides backup/substitute coverage for co-workers.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by 6 months previous experience and/or training involving operation of criminal information systems, and personal computer operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must obtain and maintain valid entry-level GCIC/NCIC Terminal Operator certification. Must obtain and maintain valid GCIC/NCIC Terminal Agency Coordinator (TAC) certification. Will be required to pass a background investigation. Must possess and maintain a valid State of Georgia driver's license. Typing speed of 30 words per minute required.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Forsyth County, Georgia, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.