

**Vicksburg Police Department
Job Description**

Job Title: Terminal Agency Coordinator
Department: Police
Reports To: Deputy Chief of Administration
FLSA Status:
Prepared By:
Prepared Date:
Revised By:
Revised Date:

Summary Responsible for ensuring that all FBI Criminal Justice Information System policies and procedures are followed; knowledgeable of the operations of National Crime Information Center, the National Law Enforcement Telecommunications System, and the Mississippi Justice Information Center Network; performs a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeping official records; assisting in the administration of the standard operating policies and procedures of the dispatch and front desk by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Maintains NCIC system integrity

Ensures all entries and modifications made into NCIC are timely and complete.

Performs Quality Control of entries to ensure that errors are corrected.

Ensures all records contained on validation listings are complete, accurate and still outstanding.

Ensures NCIC — Computerized Criminal History policies required by Federal Statutes are being properly followed.

Ensures that the ten minute hit confirmation policy is understood and complied with by all personnel.

Ensure that the terminal is located in a secure area and that access is limited to authorized personnel only.

Provides training and certification to all personnel (including sworn and non-sworn) who operate the MJIC terminal within six (6) months of employment.

Provides MJIC Quality Control staff with documentation verifying that training and certification has been provided to necessary personnel.

Greets public.

Gathers and records information from persons wanting to file an official police report.

Monitors telephone and radio in the dispatch center.

Answers all incoming calls and ascertains nature of call.

Gathers all necessary information to transmit or relay.

Dispatches police vehicles if necessary.

Relays information as required.

Maintain and operates the NCIC/CDPA computer. Making various inquires, inputting and deleting various data, and communicating with the other agencies within the system

Maintains work area and equipment in clean and working condition.

Maintains departmental documents and records.

Maintains filing systems, controls records and indexes using moderate independent judgement.

Performs local criminal history checks.

Operates office machines as required such as copier, fax and radio.

Inputs data to standard office and department forms; makes simple posting to various reports.

Answers in-coming calls and routes callers or provides information as required using moderate independent judgement.

Composes, types, and edits correspondence, reports, and other material requiring judgement as to content, accuracy, and completeness.

Assists in training new employees.

Questions callers to determine location and seriousness of emergency and response needed.

Transmits and receives messages between divisions of own agency and other law enforcement agencies.

Supervisory Responsibilities

This job 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

High school diploma or general education degree (GED); plus two years related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Basic mathematical skills are required for this position including ability to use a calculator and/or adding machine.

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.

Computer Skills

To perform this job successfully, an individual should have knowledge of DataMaxx Omnix software, ADSi records management software, Spreadsheet software (Microsoft Excel), and Word Processing software (Microsoft Word).

Certificates, Licenses, Registrations

Must have a valid driver's license.

Other Skills and Abilities

Must be able to work effectively with the public, ability to perform cashier duties accurately; ability to communicate effectively verbally and in writing; ability to handle stressful situations.

Other Qualifications

Must be able to work a flexible schedule including nights, weekends and holidays. Overtime and on call duty may be assigned as needed.

No felony convictions or disqualifying criminal histories.

Must be able to read and write the English language.

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 stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and /or

move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Work Environment

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.