

Los Alamos County

Job Description and Classification



LOS ALAMOS

JOB TITLE:	Records Specialist, Sr. Records Specialist
JOB CODE:	405, 404
CLASSIFICATION:	Non-Exempt
DEPARTMENT/DIVISION:	Police
SUPERVISOR:	Office Manager

Position Summary:

Under general supervision of the Office Manager, performs a variety of administrative and operational support duties for the Police Department. Maintains confidentiality of all privileged information.

The general level and nature of this position are described in the headings below. This is not an all-inclusive list of all responsibilities, duties, and skills required of personnel in this classification. Duties, responsibilities and activities may change at any time.

Essential Duties and Responsibilities:

- Provides administrative/secretarial support for the department, such as answering telephones, assisting visitors, and resolving and referring a range of administrative problems and inquiries.
- Operates personal computer to compose and edit documents from dictation, verbal direction, or from knowledge of established department policies; may prepare, transcribe, compose, type, edit, and complete transcripts for video or audio files.
- Establishes, maintains, and updates files, databases, records, and other documents; data entry into required systems for warrant entry, citation entry, civil process, and as required for case work.
- Provides documents required for magistrate courts, victims, participants, and attorneys, including records of property losses, arrest or incident reports, citations, warrants, accident reports, insurance requests, civil paperwork, and other documents.
- Maintains and provides to appropriate party as needed documentation such as fingerprint cards, medical records, insurance lists, and fatal accident documentation.
- Performs background checks for individuals and investigative agencies with a signed release; requests archived records from RIM.
- Creates case folders and files logged documents.
- Provides notary services.
- Collects fees for the processing of fingerprint cards, accident reports, public records requests, civil process, and background checks.
- Maintains confidentiality of all privileged information.
- Contributes to a team effort and accomplishes related results as required.

- Performs other duties as required.
- Opens and routes office mail as appropriate; may serve as receptionist for the office, providing information to callers and visitors, and directing them as appropriate. Logs visitors in to the Department, reviews the Department access log, and coordinates with Dispatch for a warrant check, as required by policy.
- Enters and ensures accuracy of timesheet information inputted into payroll system.
- Electronically fingerprints customers.
- Routinely follows up with the courts regarding status for cases, subpoenas, citations, and bench warrants.
- Prepares and compiles records for compliance with the Inspection of Public Records Act.
- Maintains a daily log for tracking procedural deadlines.
- Performs a wide variety of administrative assignments which may be confidential in nature and require research to complete; operates personal computer to compose, edit, revise, tabulate, and print letters, tables, reports, and other materials.
- Processes legal documents, such as arrest warrants, bench warrants, summons, subpoenas, discoveries, notices of trial, civil process, and other required court orders.
- Requisitions supplies through internal processes.

Additional Essential Duties and Responsibilities for Sr Records Specialist:

- Communicates as needed with judges, lawyers, and various agencies to coordinate the functions of the department.
- Demonstrates basic understanding of Inspection of Public Records Act and Open Meetings Act: redaction of personal identifying information, understanding the difference between cases with arrests and suspects, as well as protecting victim data in accordance with state statutes.
- Ensures reporting compliance with various agencies (submitting DWI citations, accident reporting to NM Department of Transportation, etc.).
- May serve as primary administrative and operational liaison with internal and external department/agencies, boards or commissions.
- May handle and resolve non-standard or more complex inquiries, issues, and matters.
- May serve as record management liaison within the work unit.
- May research information, compile statistics, and gather and compute various data; prepares special and/or one-time reports, summaries, or replies to inquiries, selecting relevant data from a variety of sources as requested.
- May lead or supervise other support staff to include assigning daily work assignments to team members.
- Maintains master log for all cases/files.
- Compiles items necessary to complete motions of discovery and ensures that all available documents are provided to ensure compliance with the court orders.

Minimum Qualifications:

- High School Diploma or GED.
- One year administrative or secretarial experience.
- Must successfully complete a computer skills test administered by Human Resources.
- Must possess or have ability to obtain within forty-five days of employment and must maintain a valid New Mexico Notary Public Certificate.
- Must successfully complete a thorough background investigation and fingerprint background check.

Additional Minimum Qualifications for Sr. Records Specialist:

- Two additional years of experience as a Records Specialist with increasing levels of responsibility.
- Experience in maintaining departmental records to include experience in submitting DWI citations, archiving files to RIM, and locating data and reports in various computerized systems.

Preferred Qualifications:

- Valid New Mexico driver's license.

Knowledge, Skills, and Abilities:

- Knowledge of modern office practices and procedures, standard office and accounting equipment.
- Knowledge of records management and basic accounting procedures.
- Knowledge of customer service practices and techniques.
- Skill in operating business computers and office machines, including in a Windows environment.
- Skill in database management.
- Skill in records maintenance.
- Ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to develop and maintain a record management system.
- Ability to communicate effectively, both verbally and in writing.
- Ability to represent the organization in a professional manner, building respect and confidence.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet deadlines.
- Ability to carry out instructions provided in verbal or written format.
- Ability to prepare routine accounting and administrative paperwork.
- Ability to use good judgment, analyze and solve problems.

Additional Knowledge, Skills, and Abilities for Sr. Records Specialist:

- Skill in record management maintenance.
- Ability to learn multiple computerized information systems used in records management, accident tracking, jail reporting, and dispatch reports.
- Ability to make sound administrative/procedural decisions and judgements.
- Ability to gather data, compile information, and prepare routine requests.

Physical Demands:

While performing the duties of this job, the employee routinely sits, stands, walks, talks and hears. The employee regularly uses manual dexterity and visual acuity to complete tasks. The employee may occasionally lift and/or move up to 25 pounds.

Work Environment:

Work is performed in a professional office environment with a moderate noise level, occasionally working under stressful conditions and for extended periods of time. This position routinely uses standard office equipment such as computers, phones and photocopiers. Evening, holiday, and weekend work outside of normal business hours may be required as well as travel and attendance at meetings.

Each and every county position requires the following professional skills and abilities as key and necessary elements of performance. Employees are required to:

- Demonstrate regular and reliable attendance;
- Work well with others and participate fully in a team-oriented environment;
- Interface with other employees and customers in a courteous and respectful manner;
- Project positive support of their department and all county organizations at all times; and,
- Maintain and enhance the county's commitment to customer service excellence.

Approvals:

Department Director: _____ Date: _____
(signature)

Human Resources Manager: _____ Date: _____
(signature)

Reviewed:

Revised: 3/20/2015, 12/1/2018