



# CITY OF OMAHA CLASS SPECIFICATION

**CLASSIFICATION TITLE: INFORMATION SERVICES TECHNICIAN**

**BARGAINING UNIT:** [CIV BARGAINING](#)

**CODE NUMBER:** 5135

**PAY RANGE CODE:** [00147](#)

**REVISION DATE:** 9/29/16

## **NATURE OF WORK:**

This is intermediate administrative work in the Police Services Bureau of the Omaha Police Department. Work involves providing customer services at the front desk of Police Headquarters during a shift, retrieving and selling accident and crime reports and mug shots, registering handguns, registering taxi drivers, taking fingerprints, researching and compiling information concerning weapons charge related subpoenas, retrieving documentation pertaining to juvenile cases ordered by juvenile court judges to be sealed, assisting individuals to complete reports and complaints in person and over the telephone, answering the central telephone, opening the cash register, and issuing passes to visitors. Incumbents exercise considerable independence in the performance of duties and refer unusual cases to a superior or to a sworn officer.

**ESSENTIAL FUNCTIONS:** *(Any one position may not perform all the duties listed, nor do the listed examples include all the duties that may be performed in positions allocated to this class.)*

Responds to requests from individuals, attorneys, insurance agents, and others for the sale of accident reports and photographs (which must first be obtained from the Forensic Laboratory), crime reports and mug shots, (assessing their need or authority to receive such documents); retrieving the original reports from file, making copies, and selling them.

Receives handguns for registry; identifying handguns and ensuring handguns are not loaded; obtaining the registrants' state gun certificates, driver's licenses, and report of gun sales slips if purchased in Douglas County; entering registrants' names into the National Crime Information Network to conduct checks of their records, at times with other law enforcement agencies, to ensure that the weapons have not been stolen and that the registrants have no warrants or other reason for denial of registrations. If warrants exist that are without disposition, attempts to determine that disposition; retrieving and copying documentation if the registration is to be denied; giving one copy of the handgun refusal letter to the registrants; confiscating the handguns in question and booking them into Police Property.

Processes applications for chauffeur's licenses, checking local driving records and local and national crime records for outstanding warrants, collecting the necessary accompanying documentation ~~that is,~~ (i.e., photographs, fingerprints, and driver's licenses), and issuing permit numbers.

Takes fingerprints from persons requiring fingerprint processing.

Researches and compiles information to provide the desk sergeant with needed documentation to present in court concerning weapons charge related subpoenas such as whether the weapons have been stolen, whether they have been registered, and if there are any other weapons involved in related incidents.

Assists individuals to complete crime, stolen vehicle, accident, misdemeanor assault, missing person, missing person cancellation, and other incident and information reports and complaints in person and over the telephone, further directing them, and notifying other authorities in such cases as reported assaults by officers and possible suicides and abductions.

Retrieves warrants from file, conducts data checks and determines whether the individual(s) should be taken into custody based on the data check; when necessary, arranges for an officer to take the individual into custody.

Answers the telephone, responding to questions, taking crime stopper tips, assigning case numbers, forwarding calls to the desired bureaus, or dispatching officers as needed.

Notifies authorities of the Communications Department of missing persons, providing names, descriptions, and other pertinent data, and provides reports of these incidents to the Data Review unit so that other law enforcement agencies may be notified.

Counts monies in bond envelopes, prepares receipts, and places them in a locking bank bag to be sent to the appropriate court.

Opens the cash register at the beginning of each shift, ensures that the correct amount of working cash is present, prepares the visitor sign-in book, and compares the jail census with the records of persons currently detained to ensure that only current detainee records are present and that no warrants or other extraneous documents have been left by the previous shift.

Reconciles monies in the register with receipts issued at the end of each shift and seals them in a locked money container for transfer to the court house.

Issues passes to visitors to headquarters after ensuring their need to be admitted and directing them to their destinations.

Assists police officers or agents from other jurisdictions by checking computer and physical files to determine if there are warrants on individuals and retrieving, copying, and providing the officers with such items as investigation reports and mug shots.

Maintains regular job attendance in accordance with a schedule established for the position by the supervisor.

Performs other related duties as assigned or as the situation dictates within the scope of this classification.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of business English, spelling, grammar, and punctuation.

Knowledge of general office procedures and standard clerical techniques and office equipment.

Knowledge of and ability to operate a computer or other technology using standard or customized computer or systems software applications appropriate to the assigned tasks.

Ability to learn and adapt to advances in computer and electronics device technology and software.

Ability to establish and maintain effective working relationships with fellow employees and members of the general public.

Ability to understand oral or written instructions.

Ability to maintain confidentiality.

Ability to quickly and accurately perform basic mathematical computations including addition, subtraction, multiplication, and division.

Ability to operate a cash register and other office equipment.

Ability to interact with others and remain calm when they are upset, become abusive, violent, or are in need of emergency medical attention and alert an officer or emergency responder when necessary.

Ability to learn and become certified to fingerprint individuals, perform national crime background checks, write reports, and handle weapons safely, especially handguns.

Ability to learn and implement the Police Policies and Procedures manual, general orders, city ordinances, and state and federal laws.

Ability to adhere to safety policies, procedures, and guidelines.

Ability to reach, bend, stoop, kneel, crouch, stand, walk, and push from 76 to 100% of the time; to stand, balance, squat, and lift from 51 to 75% of the time; and to climb, crawl, pull, and sit up to 25% of the time.

Ability to use up to fifty (50) pounds of force occasionally, up to twenty (20) pounds frequently, and up to ten (10) pounds of force constantly to move objects.

**EDUCATION AND EXPERIENCE:** *(The knowledge, skills, and abilities above may be acquired through, but are not limited to, the following combination of education and/or experience.)*

High school graduation or its equivalent

AND

Two (2) years of experience in general clerical work.

**SPECIAL QUALIFICATIONS**

Must be willing to submit to and pass extensive personal background checks.

**WORKING CONDITIONS:** *(The conditions herein are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.)*

Work is performed in an office setting amid normal conditions of dust, fumes, odors and noise; however, there is much public contact involving persons who are upset, at times irate to the point of being violent and aggressive, and who must be calmed down or otherwise managed. At times, persons arrive who are in need of emergency medical treatment at which time the incumbent is required to call for assistance. An incumbent in this position stands at a counter from 51 to 75% of the time.

**EQUIPMENT OPERATION:** *(Any one position may not use all of the tools and equipment listed nor do the listed examples comprise all of the tools and equipment that may be used in positions allocated to this classification.)*

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| Computer                               | Telephone                             |
| Copier                                 | Facsimile Machine                     |
| Printer                                | Centrex Telephone System              |
| Cash Register                          | Electronic Filing Equipment           |
| Microfilm and Microfiche Readers       | Digital and ink fingerprint equipment |
| Telecommunications Device for the Deaf |                                       |

Previous Revision Date(s):

1/26/95

8/28/97

4/25/02