



CITY OF OMAHA CLASS SPECIFICATION

CLASSIFICATION TITLE: POLICE INFORMATION OPERATOR II

BARGAINING UNIT: [CIV BARGAINING](#)

CODE NUMBER: 5150

PAY RANGE CODE: [00155](#)

REVISION DATE: 9/29/16

NATURE OF WORK:

This work involves training and providing work direction to Police Information Operator I's engaged in operating the Police Department voice radio communications system, conveying and receiving criminal history information from the National Law Enforcement Teletype System (NLETS), and entering and retrieving criminal data for the National Crime Information Center (NCIC) and the Nebraska Crime Information System (NCIS). A Police Information Operator II may also provide work direction to the Telephone Report Squad, with Police Information Operator I's engaged in taking police reports and entering data into the criminal information systems as appropriate. Incumbents are also required to perform the functions of a Police Information Operator I as scheduling demands and be willing to work a variety of shifts/schedules including nights, weekends, and holidays.

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.)*

Participates in training; assigns, reviews the work of, and provides input regarding discipline or other actions for assigned subordinate staff.

Provides direction to staff engaged in performing data entry and retrieval functions for the National Crime Information Center (NCIC), Nebraska Crime Information System (NCIS), and National Law Enforcement Teletype System (NLETS).

Monitors telephone call log, assigns call priority, reviews reports and receives and transcribes non-emergency reports over the telephone.

Instructs personnel in data entry and standard radio operating procedures.

Informs subordinate staff of new governmental directives or procedural changes.

Prepares personnel schedules, monitors attendance and leave usage, records time and attendance electronically, and notifies a superior of performance problems or leave abuse.

Maintains daily records of audit checks for errors and initiates correction of entries.

Performs the functions of a Police Information Operator I as scheduling demands.

Provides input for revisions to instructional manuals.

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 general office procedures and standard clerical techniques and office equipment.

Knowledge of business English and spelling.

Knowledge of law enforcement or police organization.

Knowledge of NCIC, NLETS, and NCIS administrative and operational procedures and regulations.

Knowledge of police radio procedures and codes.

Knowledge of state laws and city ordinances regarding police reports.

Knowledge of police report writing procedures.

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.

Knowledge of and ability to maintain the standards of confidentiality as they pertain to persons' rights to privacy.

Skill in analyzing and categorizing police reports.

Skill in detecting and correcting coding errors.

Skill in reading, understanding, and interpreting state laws and city ordinances.

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 plan work schedules.

Ability to instruct and provide work direction both verbally and in written format to subordinate staff.

Ability to operate a standard computer terminal and the attendant software currently in use.

Ability to read the English language.

Ability to memorize and retain codes and information.

Ability to analyze and categorize police reports.

Ability to detect coding errors.

Ability to hear and speak clearly and distinctly and to communicate effectively.

Ability to view information on criminal history screens.

Ability to focus on a single source of auditory information in the presence of other distracting or irrelevant auditory stimuli.

Ability to maintain flexibility in responding to changing requirements and in coordinating multiple priorities.

Ability to respond rapidly and effectively to record checks and to maintain emotional composure in order to organize work and to maintain a high level of productivity during periods of stress or high activity.

Ability to understand oral or written instructions.

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

Ability to work a variety of shifts/schedules including nights, weekends, and holidays.

Ability to work in a sitting position and type 76 to 100% of the time.

Ability to reach from 76 to 100% of the time; stand and walk 26 to 50% of the time; and reach, bend, and stoop up to 25% of the time.

Ability to move and transport objects weighing up to ten (10) pounds up to 33% of the time.

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 as a Police Information Operator I or related experience

OR

One (1) year of experience as a Police Information Operator I and one (1) year of supervisory experience.

SPECIAL QUALIFICATIONS

Must pass a typing test with a net accuracy of fifty (50) words per minute or better with 90% accuracy at time of application.

Ability to speak and understand Spanish fluently is preferred.

Incumbents working in Data Review are required to attend training conducted by the Nebraska State Patrol and become fully certified in NCIC within the first twelve (12) months of being hired.

Must be willing to submit to and pass a background investigation.

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, odors, fumes and noises. Depending on the task assignment, incumbents must remain in one position for the duration of a shift and are not allowed to leave their position without a backup. Since incumbents perform their duties in close proximity with each other, background noise from calls received from other incumbents may be distracting.

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.)*

Telephone	Teletype	Facsimile Machine
Two-way radio	Printer	Copier
Computer and MS Office software and various related software products		

Previous Revision Date(s):

1/28/93	1/26/06	10/31/13
1/31/02	9/27/12	