



911 Records Technician

Category: Classified
Pay Grade: C16
Job Code: 10790

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs specialized work providing administrative and technical support in the review, management, and analysis of public records requests made of the Regional 911 Department; provides customer service, data entry, file processing of 911 records, and computer research; analyzes and evaluates 911 public records requests or inquiries in order to make technical judgments when providing appropriate information of such requests; adheres to the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule to comply with Federal protection for the privacy, review, and auditing of recorded information, as well as to FL Statute 365.171(12) privacy rules for privacy and protection of a 911 caller; responds to subpoenas for public records and may be required to make frequent court appearances.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Organizes and implements internal 911 records technician functions and controls;
- Uses Traffic Watch video cameras to view road conditions and locate vehicle crashes and utilizes associated equipment to update roadway message boards with alert messages during non-business hours for the traffic engineering department;
- Receives and responds to frequent contacts from the public, law enforcement, fire agencies, and officials;
- Responds to subpoenas for records;
- Back-up to the department Records Custodian, which includes, giving depositions and testifying in court;
- Prepares responses and replies to the following including, but not limited to, citizens, media, attorneys, law enforcement agencies, and officials regarding 911 records and information inquiries;
- Operates the Florida Operability Network to ensure proper communication between the County resources and other resources throughout Florida;
- Reviews and redacts confidential information from audio and paper 911 records, in compliance with Federal and State of Florida laws, rules, and regulations;
- Provides information, assistance, and services to the general public, employees, and others in person, by telephone, or by other forms of communication; and
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Must be at least 18 years of age and successfully obtain and maintain a Florida Department of Law Enforcement (FDLE) Criminal Justice Information Services (CJIS) Level 3 - CJIS Security & Awareness Certification within six (6) months of appointment; two (2) years of experience in clerical and administrative support work that includes one (1) year of customer service in a related field; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Employee's name must not appear on the Health & Human Services exclusion list.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of FL Statute 365.171 pertaining to 911 caller confidential information;
- Knowledge of FL Statute 401.30 pertaining to medical privacy;
- Knowledge of FL Statute 119 pertaining to public records;
- Knowledge of Federal Statutes covering the HIPAA Privacy Rule;
- Knowledge of public safety software applications;
- Knowledge of automated office equipment, practices, and procedures;
- Knowledge of legal terminology, grammar, spelling, and math;
- Knowledge of recordkeeping practices and procedures.
- Skill in the application of quality customer service;
- Skill in the operation of automated office equipment.
- Ability to apply computer applications and software;
- Ability to make and apply decisions in accordance with laws, regulations, and procedures;
- Ability to provide information correctly and concisely, both orally and in writing;
- Ability to type with reasonable speed and accuracy.

PHYSICAL/MENTAL DEMANDS

This is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.

WORKING CONDITIONS

Work is performed in an environment where errors can lead to significant physical or mental consequences for self or others.