

JOB TITLE: Coordinator, Terminal Agency

JOB CODE: 15.30

GRADE: 13

CLASSIFICATION: Non-Exempt

PURPOSE OF THE POSITION: The purpose of this position is to ensure departmental compliance with Florida Crime Information Center (FCIC), National Crime Information Center (NCIC), and National Law Enforcement Telecommunications System (NLETS) policies and that all persons who operate an FCIC terminal are certified in accordance with FCIC policy. The work contributes to the efficiency and effectiveness of the department to deliver consistently high quality service to the public.

MINIMUM QUALIFICATIONS: Graduation from an accredited high school or the equivalent with a minimum of two (2) years experience working with FCIC/NCIC; or the equivalent in education, training, and experience, which would provide the necessary knowledge, skills and abilities. Must be FCIC certified as a Limited Access Operator and will be required to obtain Full Access Certification and Limited Access Operator Instructor Certification within six (6) months of accepting the position.

SPECIAL REQUIREMENTS:

- Knowledge of applicable state and national policies and procedures governing the use of FCIC, NCIC, NLETS, and DAVID (DHSMV).
- Knowledge of FCIC/NCIC and CJNET software and protocols.
- Ability to operate the FCIC workstation and printer and troubleshoot applicable FCIC related problems.
- Ability to communicate technical and other data effectively and clearly, both orally and in writing, and to prepare and present succinct, coherent, and technically accurate reports.
- Ability to establish and maintain effective working relationships within the Police Department, with other City departments and officials, with other agencies, and the public.
- Ability to function across agency organizational boundaries (i.e., records, communications, etc.) in order to coordinate the agency's FCIC/NCIC activities.

ESSENTIAL FUNCTIONS:

- Ensure all persons who operate an FCIC terminal that has access to NCIC or the Interstate Identification Index (III) are trained and certified in accordance with FCIC policy and that terminal operators renew their certification every two (2) years as required. This position is the Local Agency Instructor for our Department.
- Ensure all in-house trainers of limited access operators are certified in accordance with FCIC policy and that they renew their certification every two (2) years as required.
- Ensure all persons who operate a limited access terminal are certified in accordance with FCIC policy and that terminal operators renew their certification every two years as required.
- Provide training and testing to new users and those requiring recertification in FCIC/NCIC policies, procedures, and the use of the system.
- Ensure all persons who are certified to operate a limited or full access terminal, within their agency, are entered in the FCIC database and that all persons, with their agency, who are not

longer certified to operate an FCIC terminal are deleted from the FCIC database.

- Ensure that the agency is adhering to the “hit” confirmation policy as established by FCIC and NCIC for in-state and out-of-state “hit” confirmations.
- Ensure that the validations are done on a monthly basis.
- Ensure that all stolen/abandoned entries are attached to the original case report.
- Ensure that FCIC, NCIC, and NLETS technical memoranda, newsletters, and manuals are distributed to the appropriate sections/personnel and new procedures and capabilities are used when they become available.
- Ensure that the agency’s terminals are placed in a secure location that prohibits unauthorized use or viewing.
- Ensure a secondary dissemination log is maintained for criminal history information disseminated outside of the agency.
- Ensure that agency’s address is correct in the NLETS ORION file.
- Ensure the appropriate personnel within the agency know the name and phone number of the TAC.
- Represent the Police Department during any audits performed by FCIC or NCIC.
- Attend Regional Working Group (RWG) meetings, when possible.
- Attend CJIS User’s Conferences, when possible.
- Ensure that FDLE is notified in writing and in a timely manner when the agency TAC changes.
- The intent of this class description is to provide a representative summary of the types of duties and responsibilities that will be required of classifications given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Incumbent may be required to perform job-related tasks other than those specifically presented in this job description.

PUBLIC CONTACT: Good interpersonal skills are an important component of this position. Contact with other City, County, State, and Federal agencies may be required. Other public contacts may be required from time to time to explain the operation and functioning of the FCIC/NCIC system.

SUPERVISION RECEIVED: Works under the supervision of the Police Chief or designated representative. Incumbent is expected to use initiative, judgment, and ingenuity in planning and executing routine work.

SUPERVISION EXERCISED: Usually none, but may be required to supervise other personnel who have access to the FCIC, NCIC, and NLETS.

PHYSICAL REQUIREMENTS: This is light work requiring the exertion of 20 pounds of force occasionally and up to 10 pounds of force frequently. The work requires visual acuity and manual dexterity to operate standard office, data entry, word processing and other computer equipment. Incumbent is required to have sufficient hearing ability to perceive information at normal spoken word levels.

ORGANIZATIONAL STATUS: Under the direction of and responsible to the Police Chief or designated representative.