



Public Records Specialist

Classification: 513 **Reports to:** Finance Division Manager
Division: Administrative Services **Direct Reports:** N/A
FSLA: Non Exempt

Job Overview

The Public Records Specialist position processes requests for records information, answers public inquiries, and produces authentic copies of public safety records. Responsibilities also include maintenance and security of public records, as well as researching, analyzing and compiling data in response to specific requests. Information can be provided verbally, in written form, and in electronic format. The incumbent maintains confidentiality according to the records disclosure laws and local rules and may testify under oath as to the validity of records. The incumbent applies initiative, discretion, judgment and independence in accomplishing the work. This position also participates as a key member of the Administrative and Finance Division team, including providing back-up and assistance to other team members as needed. Under general supervision, the Public Records Specialist performs the full range of data research duties, as noted below, and provides certain office support functions, including reception coverage, as assigned.

Distinguishing Characteristics

The Public Records Specialist is a single incumbent position.

It may be classified at the level I, II, III based on experience, understanding of goals, policies and functions of assigned area, level of accountability for job responsibilities, comparability in general complexity of work and of independent authority and judgment exercised as it pertains to assigned area. The employee at these levels does not supervise other employees.

Essential Job Functions

Must be able to perform the following essential job functions with or without reasonable accommodation:

- Responds to requests from user agencies, attorneys, media and the public or CRESA for reproductions of records including audio recordings, CAD event reports, AVL and MDC messages and any other public records maintained by CRESA.
- Researches CAD records and Equature recordings
- Prepares 9-1-1 call records in the form of written reports, audio files, operational inquiries and statistical reports
- Serves officially as "custodian of the record" and may testify in court as to the authenticity of Agency records
- Processes and responds to requests, subpoenas, correspondence, and other incoming mail related to the program; completes all related incident documentation and reports
- Enters mailed, faxed or walk in requests into GovQA and corrects information as needed
- Verifies in CAD that request information is correct, makes corrections or requests clarifications from requesting party as necessary
- Checks citizen requests for pending investigations through the County Prosecutor's Office or the jurisdictional law enforcement
- Prepares citizens' request in the order of receipt, unless there are competing interests, such as complying with a subpoena, helping user agencies meet a deadline in filing a case or reviewing an incident, or complaints against a dispatcher
- Notifies requesting party by telephone, or through the GovQA website, if possible, that the requested materials are ready; notifies requesting party of any applicable charges
- Notifies requesting party through the GovQA website or in writing, along with the applicable RCW, if release authorization is denied
- Authenticates CAD for customers for court \
- Appears in Court with call documentation, and other copies of records as required, to testify as to the source of the material and the chain of custody
- Researches subpoena information when requested to appear in court. Contacts the subpoena signer if there is any additional information needed and to confirm the date/time and location of court appearance.
- Regularly checks the recording systems to insure that the systems are running or are in the ready mode; stays alert to pre-failure warning alarms. While listening to audio in Equature daily, and noticing any missing audio then info is entered into the CRESA Help Desk.
- Contact and logs issues with Equature with the CRESA Tech Help Desk if problems occur
- Advises the Division Manager and the shift supervisors of the problems and when Equature will complete the repairs
- Performs the research of sending out Citizen Surveys that are prepared through FirstWatch and compiling reports to be reviewed by management.



- Provides backup for the front desk as assigned and performs other administrative services support team duties as required and needed to include answering the phones, admitting people in doors, sorting mail and workroom supplies and equipment.
- Performs other related tasks and duties as assigned

Minimum Job Qualifications

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and ability required to successfully perform the job will be considered. A typical way to obtain the knowledge and abilities would be:

- An Associate's Degree in Business Administration or field with related emphasis
- Successful completion of college-level training or education in office work or data research practices and principles
- Two years of general office work experience at a level equivalent to the work of the classification. The following specific experience is highly desirable:
- Data research, record custodian, or emergency services or public safety communications experience
- Intermediate skill level with computer programs and data entry to include MS Word and MS Excel
- Excellent interpersonal and communications skills
- Demonstrated strong customer service skills
- Must possess a valid driver license and have access to a motor vehicle (personal or agency) on an as needed daily basis.

Knowledge of:

- Public records disclosure laws
- Agency function, policies and procedures
- Database file structures, access methods and management techniques
- Public safety communication software, computer aided dispatch (CAD)
- Services provided to police, fire and emergency medical services agencies by a communications center
- General office practices, procedures, and equipment; Business English, spelling, grammar, and basic arithmetic
- Computerized data entry and retrieval and keyboard technology.
- Various applicable computer programs and software applications

Ability to:

- Communicate effectively both orally and in writing
- Develop and maintain positive and professional working relationships with the public, employees, managers, user agency personnel, vendors, and officials from other jurisdictions, departments or agencies
- Operate standard office equipment including personal computers and various software as well as other standard communications center equipment
- Perform data entry and retrieval with speed and accuracy
- Understand and execute complex oral and written instructions
- Apply appropriate initiative, discretion, and judgment in accomplishing the work
- Understand and apply available guidelines, policies or procedures in work situations
- Successfully complete all selection process components including a background investigation

Physical / Sensory Requirements. The following characteristics describe the most common ways this position's essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

Sight and Vision	Frequency	Criticality of Requirement
<ul style="list-style-type: none">• <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance.	Hourly / Constantly	Very Important
Hearing	Frequency	Criticality of Requirement
<ul style="list-style-type: none">• <i>General / Broad Hearing.</i> Differentiate and comprehend:	Hourly / Constantly	Very Important
<ul style="list-style-type: none"><ul style="list-style-type: none">○ Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the 'normal range'	Hourly / Constantly	Very Important



<ul style="list-style-type: none"> Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the 'normal range' Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance. 	Hourly / Constantly	Job Description Very Important
	Hourly / Constantly	Very Important
Speech	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture. 	Hourly / Constantly	Very Important
Touch	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc. 	Daily	Important
<ul style="list-style-type: none"> <i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs. 	Weekly / Monthly	Slightly Important
Physical Coordination	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Sit.</i> Remain in seated position to accomplish work. 	Daily	Very Important
<ul style="list-style-type: none"> <i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work. 	Weekly / Monthly	Slightly Important
Working Memory	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Audio Memory.</i> Retain and retrieve information gained via audio sources. 	Daily	Important
<ul style="list-style-type: none"> <i>Visual Memory.</i> Retain and retrieve information gained via visual sources. 	Daily	Important
Comprehension	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Rapid Comprehension & Application.</i> Grasp meaning, nature, or importance of information, and quickly and correctly apply knowledge to work or situation. 	Weekly / Monthly	Very Important
<ul style="list-style-type: none"> <i>Complex Comprehension & Application.</i> Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation. 	Weekly / Monthly	Very Important
Environmental Working Conditions	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions. 	Not Applicable	Not Applicable
Level of Physical Activity	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing is required only occasionally and all other sedentary criteria are met. 	Hourly / Constantly	Very Important