



Career Service Authority

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National Crime Information Center Agent

GENERAL STATEMENT OF CLASS DUTIES

Performs a wide variety of support and technical duties including assisting law enforcement personnel apprehend and identify individuals wanted for criminal activities and processes, screens, and enters various law enforcement reports and information into federal, state, and local computer systems.

DISTINGUISHING CHARACTERISTICS

The NCIC Agent performs a wide variety of support and technical duties. The NCIC Agent is distinguished from a 911 Operator that performs telephone public contact work receiving emergency calls to the police department, the fire department, emergency medical services, and/or other similar emergency services and performs data retrieval work operating computer terminals. The NCIC Agent is distinguished from the Police Dispatcher that performs dispatch work operating and monitoring communications equipment in response to police emergencies.

National Crime Information Center Definition:

The National Crime Information Center is a computerized index of criminal justice information. The NCIC is available to federal, state, local law enforcement departments/agencies, and other criminal justice agencies and is operational 24 hours a day, 365 days a year. The NCIC system provides a computerized database for ready access by criminal justice agencies to made inquiries and for prompt disclosure of information in the system from other criminal justice agencies about crimes and criminals. This information assists authorized agencies with criminal justice objectives such as apprehending fugitives, locating missing person, locating and returning stolen property, and in the protection of law enforcement officers encountering the individuals described in the system. All records in NCIC are protected from unauthorized access through appropriate administrative, physical, and technical safeguards. These safeguards include restricting access to those with a need to know to perform official duties.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the persons under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

Level of Supervision Exercised:

No supervisory duties.

ESSENTIAL DUTIES

Interprets and performs complex classification and coding of police reports based on both national standards and internal requirements, enters, modifies, and cancels data in databases with a high degree of accuracy, and retrieves, interprets, and disseminates information to appropriate law enforcement personnel and/or departments/agencies.

Interacts with police officers to provide information and verify the identity of an individual(s) being detained and/or investigated and determines if the individual(s) has a current warrant(s) for her/his arrest or clears the individual(s).

Receives warrants from law enforcement personnel for entry into NCIC/CCIC computer systems. This includes entering the warrant as well as determining expiration dates for various offenses, checking databases for other warrants, and collecting information from various databases such as motor vehicle records, arrest records, rap sheets, personal identifiers, and other information sources. Ensures all entered information is accurate and validated.

Communicates with and provides information to other law enforcement agencies regarding the status of stolen vehicles, missing persons, and/or other police matters and receives messages from other law enforcement agencies requesting assistance such as notifying family members of an out of state death or information indicating that an individual is ready for extradition. These requests are forwarded to the appropriate personnel/units for resolution.

Receives stolen vehicle reports, enters information into computer systems, modifies and/or removes information if vehicle is recovered, and notifies owners and/or other law enforcement agencies.

Conducts background investigations on all inmates preparing for release, work crew outings, community corrections, work release, probation, electronic monitoring, pre-employment, letters of police clearances, and other matters.

Maintains NCIC/CCIC system and warrant files and prepares reports.

By position, trains new employees.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Writing – Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information which may include technical material that is appropriate for the intended audience.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Decision Making – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Conscientiousness – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Manages and Organizes Information – Identifies a need, gathers, organizes, and maintains information, determines its importance and accuracy, and communicates it by a variety of methods.

Organizational Awareness – Knows how organizational and technological systems work and operates effectively within them. This includes policies, procedures, rules, and regulations of the work unit or organization.

Memory – Recalls information that has been presented previously.

Technology Application – Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Flexibility – Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and deals effectively with ambiguity.

Self Management – Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, and manages own time and deals with stress effectively.

Technical Competence – Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on-the-job experience.

Reasoning – Discovers or selects rules, principles, or relationships between facts and other information.

Perceptual Speed – Sees detail in words, numbers, pictures, and graphs quickly and accurately.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Knowledge of federal, state, and local laws, guidelines, and manuals and a thorough understanding of police data systems and unit priorities.

Knowledge of a variety of technical and complex procedures and laws and functions with a high consequence of error for inadequate performance or inappropriate judgment.

Knowledge of the principles of confidentiality.

Physical Demands:

Sitting: Remaining in the normal seated position.

Reaching: Extending the hand(s) and arm(s) in any direction.

Handling: Seizing, holding, grasping, or otherwise working with hands.

Fingering: Picking, pinching, or otherwise working with fingers.

Lifting: raising or lowering an object from one level to another.

Talking: Expressing or exchanging ideas by means of spoken words.

Hearing: Perceiving the nature of sounds by the ear.

Repetitive Motions: Making frequent movements with a part of the body.

Eye/Hand/Foot Coordination: Performing work through the use of two or more.

Near Acuity: Ability to see clearly at 20 inches or less.

Depth Perception: Ability to judge distance and space relationships.

Field of Vision: Ability to see peripherally.

Accommodation: Ability to adjust vision to bring objects into focus.
Color Vision: Ability to distinguish and identify different colors.

Working Environment:

Subject to interruptions due to multiple calls and inquiries.
Subject to varying and unpredictable situations.
Subject to many interruptions.

Education Requirement:

Graduation from high school or possession of a GED Certificate.

Experience Requirement:

Three years of clerical experience that includes one year of experience in a court or criminal justice setting.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement except for the one year of experience in a court or criminal justice setting.

Licensure and/or Certification:

Must pass an initial pre-security clearance screening and maintain CBI (Colorado Bureau of Investigation) certification as a condition of employment. Must take and pass an online test every two years to maintain certification.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 8/21/2011

REVISED BY: Patricia Anderson

CLASS HISTORY 3/2007 - This class was revised and updated. Job responsibilities and the certification requirement were clarified.
8/2011 – The Education and Experience Equivalency Statement was change to: “Additional appropriate education may be substituted for the minimum experience requirement except for the one year of experience in a court or criminal justice setting.” Before this change, the class specification allowed for a full

equivalency when the one year of experience in a court or criminal justice setting is essential experience.