



Public Records Officer & Quality Assurance Specialist Job Description

Department	Administration
FLSA Status	Exempt
Reports To	Executive Director
Supervises	N/A

DISTINGUISHING CHARACTERISTICS:

Reporting to the Executive Director, this exempt position performs specialized analysis, administrative and reporting work for the agency's quality assurance program and processes requests for public records, serving primarily as the agency's Public Records Officer. The primary job responsibilities consist of public records officer and quality assurance related tasks. The public records function responds to public records requests and is responsible for maintaining the Agency's records, keeping in compliance with state, federal and regulatory agencies. The quality assurance function is responsible for the administrative and technical work in maintaining, retrieving and reviewing records pertaining to call taking, dispatching functions, and computerized and audio incident reports.

ESSENTIAL FUNCTIONS:

- Maintain confidentiality of sensitive information
- Serve as the official Records Officer for NORCOM
- Research and process public disclosure requests
- Identify and prepare files and records for release
- Respond to subpoenas and testifies in court regarding records related issues
- Identify records ready for destruction and oversees the legal destruction of records
- Complete quality assurance reviews as directed
- Send community surveys and collate responses
- Provide recommendations to improve agency and individual performance
- Provide information on applicable local, state, federal codes, regulation and standards
- Participate in planning and implementation of programs or operational changes in coordination with other departments and leadership
- Research, collect, analyze, and compile information
- Compose, prepare, and maintain a variety of correspondence, reports, and other materials
- Work with other administrative employees to complete other office related tasks, such as take, transcribe and disseminate minutes at a variety of meetings, receive and record payments, open, sort and distribute mail and packages, filing and maintenance of

Agency files, order and maintain inventory of office supplies, prepare and assist at board meetings

- Participate as needed during emergencies
- Perform additional duties as assigned

LICENSES, CERTIFICATION and OTHER REQUIREMENTS:

- Obtain and maintain Washington State patrol ACCESS Level 1 certification (post-employment)
- Obtain and maintain Washington Association of Public Records Officers' Public Records Officer certification (post-employment)

INTERPERSONAL CONTACTS:

Contacts are made both inside and outside the organization. The position requires professional interactions with the Executive Director and the leadership team, administrative and technical staff, Dispatch Supervisors, Telecommunicators, police & fire department personnel, members of the legal community, and the public.

REQUIRED KNOWLEDGE, SKILLS, & ABILITIES:

- Maintain confidentiality of complex, confidential, and sensitive records
- Be reliable, dependable and report for work on a consistent and punctual basis
- Learn and remain current on laws and regulations governing the retention and release of public records
- Learn and remain current on call taking & dispatching techniques, practices, protocol & procedures
- Learn and remain current on quality assurance standards
- Learn and proficiently use many different computer systems (i.e., recording equipment, computer aided dispatch system, online record requests software, text message and email retrieval tools etc.)
- Follow laws, regulations, procedures, and policies
- Exhibit good decision making, prioritization, and multi-tasking skills
- Adapt to changing situations, priorities, and systems
- Devise and adapt work processes in response to changing organizational needs
- Work efficiently and accurately with multiple priorities and frequent interruption
- Establish and maintain effective relationships with those contacted
- Accurately enter, organize, maintain, search and retrieve data, files and records in applications, data bases and spreadsheets
- Demonstrate initiative, integrity, and discretion
- Accept and change behavior based on constructive feedback
- Demonstrated competence in MS Office Suite
- Follow modern office methods, practices and procedures, including the preparation of business correspondence and reports, filing and standard office equipment operation

- Regularly checks systems to insure they are running or in ready mode; stays alert to pre-failure warning signs. Initiates support tickets to report issues or failures. Works with vendors and technical staff to manage upgrades and troubleshoot issues.
- Demonstrated competence in basic math skills
- Excellent English language verbal and written communication skills including spelling, grammar and punctuation

REQUIRED EDUCATION AND EXPERIENCE:

- High School Diploma or equivalent
 - Preferred Telecommunicator experience (call receiving and dispatching) in police and/or fire/medical dispatch center
 - Preferred experience managing public records requests
 - Preferred experience conducting quality assurance checks or evaluating call taking/dispatching performance
- OR
- Any equivalent combination of experience and education that provides the applicant with the desired knowledge, skills, and abilities required to perform the work.

WORK ENVIRONMENT:

- Work is typically performed at an office workstation with varying levels of light in a shared work area with frequent interruptions.

PHYSICAL DEMANDS:

- Light lifting, carrying and pushing objects weighing up to 15 pounds
- Dexterity of hands and fingers to operate standard office equipment, including a computer key board
- Remain in a stationary position for extended periods of time
- Ability to respond to visual and sound stimuli with a high degree of accuracy in a timely manner
- Ability to speak and comprehend English coherently to exchange information in person and on the telephone
- With or without accommodation, the ability to work a 40-hour work week and occasionally work in excess of 40 hours per week and/or adjust normally scheduled hours to accommodate business meetings and critical deadlines.

Must attend and complete training to achieve certification for Public Records Officer and Level 1 ACCESS certification within 180 days of employment.

NORCOM is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation, veteran status, or genetic information. NORCOM provides reasonable accommodation to its employees and the public with disabilities, including disabled veterans. For more information, please contact NORCOM Human Resources. A criminal background check will be conducted on all external candidates prior to their being appointed to the position.