Communication Records and Data Coordinator

POSITION SUMMARY:
Coordinate, manage and disburse vital data required by law enforcement, representatives of the judicial system and various other third parties entities; respond to requests for recordings and documentation related to calls, radio traffic and Computer Aided Dispatch (CAD) events to APD 911 Communications; manage the input of critical changes and additions to databases.
Job descriptions are intended to present a general list of tasks/duties performed by employees within this job classification. Job Descriptions are not intended to reflect all duties performed within the job.

SUPERVISION RECEIVED AND EXERCISED:
Receive direction from higher level supervisory or management staff; may supervise lower level staff.

ESSENTIAL AND SUPPLEMENTAL FUNCTIONS:
ESSENTIAL FUNCTIONS: (Essential functions may include, but are not limited to the functions listed below)
1. Research and record requests for CAD events, calls and radio transmissions.
2. Maintain, collect, review and report on statistics to management using a variety of database management software tools, which may include but is not limited to MS Access, Share Point, Excel and Crystal Reports.
3. Coordinate, maintain and update data from field units, substations, specialized units, administration, communications center staff and citizens for input into the Computer Aided Dispatch System (CADS).
4. Verify the accuracy of data and resolve conflicts in CADS; Troubleshoot problems with CAD files identified by field and/or Communications Center personnel.
5. Receive requests for new 911 services, corrections, updates and additions to service initiated by 911 address verification requests.
6. Analyze and respond to requests from Intrado/Qwest for additions and changes to streets in the Master Street Access Guide (MSAG); cross check validity of data with AGIS, Maverick and Orion maps.
7. Coordinate entry of new street names into CADS and AGIS data bases; analyze the Street File in CADS for accuracy and identify street problems from various sources, recommend plan of action and coordinate changes and updates with City (AGIS), County (BCSO and AGIS) and AFD.
8. Coordinate between telephone companies' databases, GIS, and county assessor's office to ensure correct addressing in the 911 system; Ensure cellular tower sites and cell phones utilizing the 9-1-1 system are routed to the correct Public Safety Answering Point (PSAP).
9. Maintain, collect, prepare and review ring time data for statistical purposes and reports; Retain documents and recordings based on duration requirements as required by policy.
10. Cross train individuals and document and update processes for training purposes.
11. Transcribe telephone and radio traffic; Ensure recording equipment is maintained and operational.
12. Travel to address locations to perform visual assessments; Verify resident/business names, street number, street name, ESNs and physical location as requested.
13. Prepare written correspondence to citizens, agencies and department personnel.

SUPPLEMENTAL FUNCTIONS:
1. Testify in court and in depositions in accordance with department policy and procedures as requested.
2. Remain current on job specific procedures through attending training courses in order to apply appropriate methodologies.
3. Monitor communication equipment for operational verification.
4. Review tow logs and queries NCIC to ensure entries are made on abandoned/stored vehicles.
5. Work in the NCIC area as assigned.
6. Perform related duties and responsibilities as required.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:
Related education and experience may be interchangeable on a year for year basis.
Bachelor's degree from an accredited college or university in business or a related field, plus two (2) years' experience using Computer Aided Dispatch (CAD) or similar software, call and/or NCIC experience in a Public Safety Answering Point (PSAP) environment. Possession of National Incident Management System (NIMS) Certification preferred.

ADDITIONAL REQUIREMENTS:

Dependent on position may require a New Mexico Driver's license and a City Operator's Permit (COP).
Possession of NCIC Certification within one (1) year from date of hire.
Possession of a New Mexico Department of Public Safety Telecommunicator Certification within one (1) year from date of hire.
Holidays, weekends, irregular hours and shift work may be required with possible extension of shift hours, at times with short notice.

PREFERRED KNOWLEDGE:
- Public safety communications principles, practices, methods, techniques and equipment
- Principles of leadership, supervision, training, and performance evaluation
- Techniques and methods of radio communication
- Computer-aided dispatch (CAD)
- Computer telephony integrated system
- Federal Communications Commission (FCC) regulations pertaining to public safety communications
- Substance and intent of Federal regulations pertaining to collection, storage, and dissemination of criminal history record information
- Emergency dispatch procedures
- CAD formats and commands pertaining to the 911 operator and police dispatcher
- Police department organizations, procedures, and operating policies
- Local geography including main streets and their hundred blocks, City boundary limits, quadrants/beat areas, and the geography
- CAD, radio and phone and mapping systems in a public safety dispatch center environment
- Basic computer software applications to include Word, Excel, Access and Power Point and basic computer hardware components
- Principles, methods and procedures of modern police dispatch
- National Incident Management System (NIMS), to include inter-operable communications
- Computer terminal procedures for the National Crime Information Center (NCIC)
- Automatic Vehicle Location (AVL) System applications and technology
- Geographic Information Systems (GIS) and its utilization in CAD systems
- Police field operations
- Principles, methods and procedures of administration, organization, public relations and personnel management
- MS Excel and MS Word

PREFERRED SKILLS AND ABILITY:
- Operate communications equipment (CTI phone system, computer terminals, and printers) quickly and accurately
- Communicate with and respond professionally to a demanding and diverse public in answering questions, policies, and handling complaints
- Demonstrate diplomacy and credibility when interacting with colleagues
- Understand technological concepts
- Work in a high stress environment
- Create a positive work environment
- Apply Federal, state and local laws, ordinances, policies, procedures, guidelines, standards, rules and regulations of the Albuquerque Police Department
- Communicate and express ideas clearly and concisely in written and verbal formats
- Compile and maintain complex reports with a good understanding of research methodologies and analysis techniques
- Maintain confidentiality
- Establish and maintain effective working relationships with, coworkers, management, other City employees, public officials, employees from other agencies, and the general public

- Comply with on-call status, including a physical response to the ECC/EOC within 60 minutes of notification
- Communicate clearly and concisely
- Perform the essential functions of the job with or without reasonable accommodation
- Work varied hours and days as required

WORKING CONDITIONS:

Environmental:
24/7 emergency dispatch center operation setting; secure indoor environment, exposure to computer screens; frequent exposure to noise levels which may cause distractions; work in confined spaces, irregular work hours and shifts.

Physical:
Essential and supplemental functions may require maintaining physical conditions necessary for sitting long periods of time and working on routine, emergency situations under stressful conditions; light lifting; bending, stooping, kneeling, twisting, turning, squatting, walking and pushing; extensive use of computer keyboard, mouse and monitor.