



JOB DESCRIPTION

Position: Recording Technician
Reports To: Information Technology Manager
FLSA Status: Non-Exempt
Last updated: 1/25/2021

Core Values: Ethics, Professionalism, Encouragement, Innovation

Position Summary:

The Recording Technician is required to possess high quality skills and an understanding of all aspects related to emergency (911) phone and radio recording systems. The Recording Technician is responsible for the retrieval and archiving of recorded phone and radio transmissions and works closely with all Law Enforcement, Fire and EMS agencies requesting recorded records for evidence and in accordance with the Colorado Open Records Act (CORA) and Jeffcom's adopted policies and procedures. The Recording Technician is expected to deploy at a call taking position when necessary, such as due to operational needs or staffing demands.

Supervision Received:

Works under the general supervision of an assigned Manager.

Supervision Exercised:

None

Essential Duties, Functions and Responsibilities:

(The duties listed are intended only as illustrations of the various types of work that may be performed and are in no way construed or perceived to be exhaustive. The employee may also be required to perform additional functions and duties as assigned.)

- Operate both the phone and radio recording systems.
- Operate the CAD system to research and retrieve CAD chronologies and call details.
- Implement adopted records retention schedules and public records policies and procedures. Make recommendations for updating policies and procedures.
- Testify in court in support of records obtained, policies and procedures relative to records retrieval and retention.
- Respond to and fulfill, pursuant to state law and Jeffcom's adopted policies and procedures, requests from the public, first responders, lawyers, DA office personnel and others for copies of recordings from Jeffcom's systems.

- Update and maintain a current log of all requests and recordings.
- Remain current and informed regarding applicable Jeffcom policies and procedures, as well as applicable laws and regulations.
- Deploy at a call-taking position as requested.
- Maintain confidentiality of all information regarded as protected Jeffcom policy and local, state, and federal law including information obtained through protected databases including CJIS, records management systems, and the 911 system, information contained in calls for service, and personnel information.
- Assist in data compilation and prepare periodic and special reports as needed.
- Develop and maintain positive, effective working relationships with all employees, volunteers, residents, other governmental agencies and the community.
- Maintain positive and constructive written and oral communication skills at all times.
- Communicate clearly and concisely, both orally and in writing.
- Promote a positive, professional image of Jeffcom at all times.
- Maintain regular, consistent, predictable and punctual attendance. Work in excess of 40 hours in a work week, as required, including evenings, holidays, and weekends, including being on call, as needed to maintain 24-hour coverage of the emergency communications center in times of severe personnel shortages and disaster.
- Work cooperatively with vendors, emergency responders, member and user agencies, co-workers, and the public.
- Remain calm and effective during emergencies, even during heavy workloads, exercise good judgment, prioritize emergent and non-emergent situations accurately, and obtain and act on information quickly and accurately.
- Perform multiple tasks simultaneously while remaining detail oriented.
- Read, write, speak, and understand the English language at a level adequate to perform the duties of the position.
- Performs all other duties as assigned.

Minimum Education, Experience, License and Certification Requirements:

- Possess a high school diploma or G.E.D.
- Obtain and maintain certifications in EMD, EFD, LE and CJIS requirements within 6 months of hire date.
- Proficiency with modern office procedures and equipment, including computers and applicable software, such as LE, Fire and EMS related software, word processing, and spreadsheet and database software.

Required Knowledge, Skills and Abilities:

- Knowledge of applicable federal, state and local laws, codes and regulations relevant to emergency communications for LE, Fire and EMS.
- Knowledge of occupational hazards and standard safety practices.
- Ability to effectively prioritize multiple tasks.
- Must possess excellent written and verbal communication skills. Proficient in English usage, spelling, grammar, and punctuation.
- Must have excellent interpersonal skills and the ability to work well with all levels of internal management and staff, outside clients and vendors.
- Ability to make sound decisions in a manner consistent with the Position Duties and Responsibilities.
- Ability to trouble shoot technological issues related to recording, phone and radio systems with IT Department and (NICE) providing support on issues with equipment.

Physical Demands:

Lifting and Carrying:

Position requires ability to frequently lift/move objects of up to 10 pounds in weight, and occasionally lift/move objects of up to 25 pounds in weight.

Body Positions:

This position will involve sedentary, administrative work in an office environment. This position requires ability to sit for extended periods, and frequent pushing, pulling, pinching, gripping, reaching over head, reaching away from body, and repetitive motions. Standing, walking, kneeling, stooping, bending, lifting, and squatting also will be required as necessary to perform the duties of the position.

Vision and Hearing:

Use of sensory activities, such as talking, seeing, and hearing, will be required frequently. Position requires close vision and the ability to adjust focus.

Mental Requirements:**Information Retention:**

Must be able to read, retain and apply policies, procedures, criminal laws and ordinances.

Language Ability:

Must be able to speak English clearly and concisely to communicate with callers, emergency responders, and co-workers.

Reasoning:

Ability to utilize sound judgement and solve problems through critical thinking, decision-making, and prioritization in a time-sensitive and dynamic environment.

Work Environment and General Information:

Work in a typical office environment with moderate noise level; some work may be done in the emergency communications center with other staff speaking on phones and radios, with moderate to loud noise levels. Work involves contact with other public jurisdictions and members of private industry. Contact with employees in work unit and in other departments. Work under general supervision with supervisor available to resolve unusual or complex work problems.

ADA Compliance Statement:

The human resources goal of Jeffcom is to select and retain the best qualified applicant for each available job. An applicant's or employee's disability will not remove the application from consideration or current employee from his/her job if the applicant or employee is able to perform the essential functions of the job with or without reasonable accommodation unless such accommodation will result in undue hardship for Jeffcom or pose a safety risk to the applicant, employee, or others.

Jeffcom complies with the American with Disabilities Act. If you require special accommodation in order to apply for this position, please contact the Human Resources Manager.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.


Executive Director 1/26/2021
Date


Human Resources 1/26/2021
Date

Employee Acknowledgment

I have read this job description (or had it read to me) and fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department, and if so I will be required to perform such additional duties and responsibilities. If I have questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the HR Manager.

Employee Signature

Print Name

Date