

City of Lander

Job Description



Title: Records Clerk Support Services Coordinator	Grade: 1
Department: Police	Effective Date: 5/2021-7/2026
Division: Administration Non-Exempt	Last Revised: 4/2021 7/2026

In an effort to create organizational clarity, and to empower its employees, the City of Lander has identified ten core competencies that all employees are expected to meet in order to help fulfill the mission of the City. It is expected that employees will meet their responsibilities as detailed below, including observable commitment to the mission of the City and these values.

GENERAL PURPOSE

~~Performs a variety of full performance, complex clerical duties designed to expedite the administrative processes and procedures related to documenting, maintain and controlling police records, reports, case files, statistics, and information.~~

The Support Coordinator serves as a key administrative, technical, and operational support professional for the Lander Police Department. This position is responsible for coordinating and managing records administration, criminal justice information systems, CAD/RMS system administration, NIBRS reporting, CJIS compliance, financial and contract administration, technology support, grant management, digital evidence systems, interagency communications, and public records functions.

The Administrative Coordinator acts as a liaison between the Police Department, City Hall, courts, attorneys, prosecutors, state and federal agencies, dispatch centers, vendors, and the public. The position requires a high degree of independent judgment, confidentiality, organizational skills, technical proficiency, and knowledge of law enforcement operations.

SUPERVISION RECEIVED

Works under the close to general supervision of the ~~Lieutenant or~~ Police Chief or **Designee**.

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS

~~Performs as first level contact with the public; receives and responds to telephone calls; receives and responds to walk in public; secures and provides information; may offer interpretation or explanation for various laws, regulations, policies, ordinances and general law enforcement operations.~~

~~Performs full range of specialized police secretarial functions; operates personal computer as needed to enter and maintain accurate, comprehensive, and up-to-date reports such as incidents, complaints, offenses, arrests, outstanding warrants, criminal and non-criminal complaints, etc.; maintains property, warrant and criminal history index files; enters report narrative, and~~

~~involvements (names, vehicle information, property information, etc.); maintains and updates dispositions on each case and enters changes into computer information base; maintains warrant list, assures proper additions and deletions.~~

~~Records traffic and misdemeanor citations, traffic accident reports; Updates, maintains, processes and submits uniform crime reports (UCR's) to the Wyoming Division of Criminal Investigation; locates police reports and makes copies for the officers, public, and attorneys, updates stolen property for (NCIC) National Crime Information Center; prepares and submits state REDDI report information.~~

~~Performs various records tracking activities as needed to obtain driver's license information, vehicle registration, Wyoming Criminal History (WCJIN), NCIC (Interstate Identification Index), Out of State vehicle registration, driver's license information, NCIC wanted persons, stolen autos, and property checks; coordinates and administers WCJIN / NCIC departmental training.~~

~~Serves as Terminal Access Officer (TAG); inputs and retrieves criminal information as needed to comply with record keeping requirements; compiles reports showing all court activity for the FBI, State Division of Criminal Investigation, State Driver License Division, and Lander City to facilitate case load analysis.~~

~~Enters juvenile and adult arrest and citation information; tracks juvenile referral records; identifies nature of crimes by established categories and classifications; monitors files to assure proper UCR reporting.~~

~~Checks and updates records monitors in house computer; generates statistical summaries for calls and services for staff and other agencies; searches and produces insurance information.~~

~~Performs general office typing as needed to complete forms, memos, letters, schedules, applications and correspondence; maintains numeric and alphabetical files; makes copies, assists the public, responds to telephone calls and distributes calls to appropriate office or individual.~~

~~Operates police radio as needed to receive service calls from the public; dispatches officers according to established procedures; dispatches emergency calls to various organizations and emergency responders as needed or required by the department.~~

~~Performs other related duties as required.~~

Records Management and Public Records

- Administer and maintain all police department records in accordance with federal, state, local, and departmental requirements.
- Process, review, redact, and release public records and law enforcement records in compliance with applicable laws and departmental policy.
- Maintain records retention schedules and coordinate lawful destruction of records.
- Manage report filing, indexing, scanning, storage, retrieval, and archiving.
- Conduct quality control reviews of reports for completeness and accuracy.
- Coordinate records requests from citizens, attorneys, courts, insurance companies, and government agencies.

- Maintain confidentiality and security of sensitive criminal justice information.

NIBRS and Crime Reporting

- Serve as the department's NIBRS Coordinator.
- Review reports for accurate NIBRS coding and compliance.
- Submit required crime data to state and federal reporting systems.
- Monitor data quality and resolve reporting errors.
- Generate crime statistics and management reports.
- Assist officers and supervisors with reporting requirements and corrections.

NCIC, CJIS, and TAC Responsibilities

- Serve as the NCIC Terminal Agency Coordinator (TAC) or TAC designee.
- Maintain compliance with FBI CJIS Security Policy, NCIC regulations, Wyoming DCI requirements, and department policies.
- Coordinate user certifications, audits, validations, training, and access controls.
- Manage CJIS documentation and security records.
- Conduct NCIC validations and quality assurance reviews.
- Serve as liaison with state and federal criminal justice information agencies.

Computer Aided Dispatch (CAD) and Records Management System (RMS) Administration

- Serve as primary administrator for the department's CAD and RMS platforms, including Spillman/Flex and related applications.
- Maintain user accounts, permissions, security settings, workflows, forms, reports, and validation tables.
- Configure and troubleshoot system issues.
- Coordinate software upgrades, testing, implementation, and vendor support.
- Maintain data integrity and ensure compliance with reporting requirements.
- Develop reports, queries, and data extracts for operational and management use.
- Train department personnel on CAD, RMS, and mobile applications.
- Coordinate CAD/RMS integration with state and local criminal justice systems.
- Participate in long-range planning and technology improvements.

Communications and Dispatch Support

- Enter and update calls for service, incidents, and related records within CAD systems.
- Assist with dispatch and communications operations as assigned.
- Maintain communications records and documentation.
- Support emergency and non-emergency communications functions.
- Coordinate information exchange between officers, dispatchers, and outside agencies.

Mobile Data Computers (MDCs) and Technology Administration

- Maintain MDC inventories, assignments, and documentation.

- Coordinate software installation, updates, and troubleshooting.
- Provide basic technical support for department hardware and software.
- Assist with workstation, printer, network, and connectivity issues.
- Coordinate technology support with City IT personnel and vendors.
- Maintain technology asset inventories and replacement schedules.

Body-Worn Camera and In-Car Video Systems

- Administer body-worn camera and in-car video systems.
- Maintain digital evidence retention schedules and storage systems.
- Coordinate video retrieval, redaction, and release.
- Monitor equipment functionality and arrange repairs or replacements.
- Ensure compliance with evidence retention requirements and departmental policies.

VIN Inspections and Vehicle Administration

- Coordinate and document vehicle identification number (VIN) inspections as authorized.
- Maintain related records and documentation.
- Assist with department vehicle equipment tracking and inventory management.

Contract and Grant Administration

- Monitor and maintain departmental contracts, service agreements, subscriptions, and renewals.
- Assist with grant research, preparation, submission, administration, and reporting.
- Track grant expenditures and compliance requirements.
- Coordinate vendor communications and procurement processes.
- Monitor contract performance and deadlines.

Financial Administration

- Assist with budget preparation and administration.
- Process invoices, purchase orders, reimbursements, and financial documentation.
- Maintain expenditure tracking and financial records.
- Coordinate financial matters with City Hall and Finance Department staff.
- Assist with annual budget development and reporting.

Interagency, Court, and Attorney Coordination

- Coordinate the routing and secure dissemination of reports, subpoenas, warrants, court orders, and legal documents.
- Serve as liaison between the department, courts, prosecutors, defense attorneys, law enforcement agencies, and criminal justice partners.
- Facilitate information sharing and records exchanges.
- Track legal requests and deadlines.

Administrative and Executive Support

- Provide administrative support to the Chief of Police and department personnel.
- Prepare correspondence, reports, policies, procedures, and presentations.
- Coordinate meetings, training, travel arrangements, and special projects.
- Assist with policy development, accreditation efforts, audits, and inspections.
- Respond to public inquiries and provide customer service assistance.
- Maintain departmental forms, manuals, and administrative records.

CORE COMPETENCIES

- Adaptability: Adapts to changes in work environment, procedures, and assignments; Manages competing demands; Accepts criticism and feedback; Changes approach/method to best fit the situation/work assignment.
- Communication: Expresses ideas and thoughts both verbally and in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects and uses appropriate communication methods.
- Cooperation: Establishes and maintains effective relations; Displays positive outlook and pleasant manner; Exhibits tact and consideration; Offers assistance and support to co-workers; Works cooperatively with supervisor and co-workers.
- Customer Service: Displays courtesy and sensitivity; Manages difficult / emotional customer situations; Responds promptly to customer needs; Meets commitments; Solicits customer feedback to improve service.
- Dependability: Consistently reports to work on time ready to begin work; Responds promptly to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.
- Initiative: Volunteers readily; Seeks increased responsibility; Identifies opportunities to improve systems & procedures; Asks for help when needed.
- Job Knowledge: Competent and knowledgeable in key result areas; Exhibits ability to learn and apply new skills; Requires minimal supervision; Displays understanding of how job relates to others.
- Judgment: Displays a willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision making process; Makes timely decisions.
- Planning & Organization: Prioritizes and plans work activities; Uses time efficiently; Plans and uses available resources; Works in an organized manner.
- Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Knowledge, Skills, and Abilities

- Knowledge of law enforcement records management practices.
- Knowledge of public records laws and records retention requirements.
- Knowledge of NIBRS, NCIC, CJIS, and criminal justice information systems.
- Knowledge of CAD and RMS administration, preferably Spillman/Flex.
- Knowledge of municipal government operations and budgeting processes.
- Knowledge of digital evidence management systems.
- Knowledge of office technology, networking fundamentals, and information systems.
- Ability to maintain strict confidentiality.
- Ability to organize and prioritize multiple projects and deadlines.
- Ability to prepare accurate reports and maintain detailed records.
- Ability to communicate effectively with law enforcement personnel, courts, attorneys, government officials, and the public.
- Ability to troubleshoot technology systems and coordinate solutions.
- Ability to work independently with minimal supervision.

MINIMUM QUALIFICATIONS

1. ~~Education and Experience:~~

~~A. Graduation from high school with course work in general office practices and procedures;~~

~~AND~~

~~B. One (1) year of experience as a police dispatcher, clerk or secretary performing above or related duties;~~

~~OR~~

~~C. An equivalent combination of education and experience.~~

2. ~~Working knowledge of~~ state criminal codes and penalties associated with various offenses; ~~police records management requirements; UCR codes; proper grammar, spelling, and punctuation; standard office practices and procedures related to records filing and office maintenance; interpersonal communication skills; modern filing systems related to alphabetical and numeric files; telephone systems; telephone etiquette; operation of a variety of types of standard office machines including computer terminal, fax machine, copy machine, microfilming equipment, etc.~~

~~Skill in~~ Word Processing, typing (50 wpm).

~~Ability to~~ exercise initiative, independent judgment and to act resourcefully under varying conditions; ~~maintain strict confidentiality related to sensitive administrative and legal information; develop effective working relationships with supervisors, fellow employees, and the public; communicate effectively, verbally and in writing; work under time pressures and work deadlines; work in an environment requiring continuous setting; ability to follow routine verbal or written instructions.~~

~~3. Special Qualifications:~~

~~None.~~

Minimum Qualifications

- High School Diploma or GED.
- Associate Degree in Criminal Justice, Public Administration, Business Administration, Information Technology, or related field preferred.
- Three (3) years of progressively responsible administrative experience.
- Experience in law enforcement, public safety, criminal justice, or municipal government preferred.
- Equivalent combinations of education and experience may be considered.

Preferred Qualifications

- Experience with Spillman/Flex CAD and RMS systems.
- Experience serving as a TAC, Records Supervisor, CJIS Coordinator, or similar position.
- Experience with NIBRS reporting and compliance.
- Experience with body-worn camera and digital evidence management systems.
- Experience in municipal finance, budgeting, purchasing, or grant administration.
- Experience supporting public safety technology systems.

Certifications and Requirements

Must obtain and maintain, as required:

- NCIC/CJIS Certification.
- TAC Certification or designation.
- NIBRS Reporting Certification or training.
- Public Records and Records Management training.
- Valid Wyoming Driver's License.
- Successful completion of a comprehensive background investigation.
- Eligibility to access criminal justice information systems.

Working Conditions

Work is performed primarily in an office environment with frequent interaction with law enforcement personnel, government agencies, attorneys, court personnel, and the public. Duties may require extended computer use, occasional lifting of office equipment and records, attendance at meetings, and occasional availability outside normal business hours to support critical departmental operations.

Disclaimer

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

~~4. Work Environment:~~

~~Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Rapid work speed required to perform keyboard operations. Common eye, hand, finger, leg and foot dexterity exist. Mental application utilizes memory for details, verbal instructions, emotional stability and discriminating thinking.~~

GUIDELINES

~~Employees are required to follow the established guidelines of the City to include, but are not limited to, the employee handbook, safety policies and procedures, and departmental policies and procedures. These guidelines require judgment, selection, and interpretation in application. This position helps develop division guidelines.~~

~~**The City of Lander is an at-will employer. This means that either party—the employee or the employer—may end employment at any time, with or without cause, with or without notice. All the terms, conditions and benefits of employment with the City are subject to change at any time, with or without notice, at the discretion of the City.**~~

~~I have read this job description and understand my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description.~~

Employee's Name (Printed)

Employee's Signature

Date

SUPPLEMENTAL INFORMATION

Women, minorities, and individuals with disabilities are encouraged to apply. The City of Lander is an equal opportunity employer. Qualified applicants are considered for positions for which they have applied without regard to race, religion, sex, age, national origin, disability, sexual orientation, or other characteristics protected by law.

Employment with the City of Lander is contingent upon successful background screens and a pre-employment drug test. Employees that perform safety sensitive tasks are subject to pre-employment and/or continued random drug testing. These tasks include but are not limited to:

Emergency response/law enforcement/rescue, working with hazardous materials and chemicals and solid or liquid waste, operating or maintaining water and wastewater systems, driving for the City of Lander, operating power-driven equipment or machinery, working with or around children.

Driving records are required for all new employees. If the employee has not held a Wyoming driver's license for the last three (3) years, the employee must provide at their own expense and initiation a driving record from all previous states of residency.

If you have questions regarding the background screen, or pre-employment drug test, please contact the Human Resource Director at (307) 332-2870 X-7 prior to accepting the job offer.

I acknowledge that I have read this job description and requirements and certify that I can perform these functions with or without accommodations. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description.

Employees are required to follow the established guidelines of the City to include, but are not limited to, the employee handbook, safety policies and procedures, and departmental policies and procedures.

The City of Lander is an at-will employer.

Employee's Name (Printed)

Employee's Signature

Date