

TITLE: Control Terminal Operator

SG/6

DEPARTMENT: Solicitor General, Fayette County

JOB SUMMARY: This position is responsible for the operation of a criminal records terminal to acquire and update criminal and driving histories.

MAJOR DUTIES:

- o Runs criminal and driver's histories for cases to be prosecuted and for cases that appear on court calendar.
- o Testifies in court.
- o Answers telephones and greets visitors; provides information and assistance to defendants, witnesses, victims, or attorneys.
- o Reads and interprets database information; confirms information with relevant agencies.
- o Maintains log book of criminal histories run.
- o Assists with GCIC audits.
- o Ensures that department personnel are GCIC certified as appropriate.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of GCIC procedures and policies.
- o Knowledge of computers and job related software programs.
- o Skill in interpreting complex information and in conveying it to others in a accurate, complete, and understandable manner.
- o Skill in public and interpersonal relations.
- o Skill in oral and written communication.

SUPERVISORY CONTROLS: The Office Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES: Guidelines include GCIC policies and procedures, confidentiality laws and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work consists of related GCIC terminal operation duties. The amount of information to be processed contributes to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to operate a GCIC terminal to access and enter drivers' and criminal histories. Success in this position contributes to the efficiency and effectiveness of office operations.

PERSONAL CONTACTS: Contacts are typically with co-workers, victims, investigators, defendants, and the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information; resolve problems; or provide services.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, bending, crouching, or stooping. The employee frequently lifts light objects and climbs ladders.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

SPECIAL CERTIFICATIONS AND LICENSES: Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

ADA COMPLIANCE: Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE: The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE: In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of

employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- o Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- o Possession of or ability to readily obtain GCIC/NCIC certification.