

911 RECORDS TECHNICIAN

Job Code	Pay Grade
10790	CL9

Nature of Work

This is specialized work providing administrative and technical support in the review, management, and analysis of public records requests made of the Regional 911 Department. Activities include customer service, data entry, file processing of 911 records and computer research. An incumbent in this class is responsible for analyzing and evaluating 911 public records requests or inquiries in order to make technical judgments when providing appropriate information of such requests. Responsibilities include adherence to the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule to comply with Federal protection for the privacy, review, and auditing of recorded information, as well as adherence to FL Statute 365.171(12) privacy rules for privacy and protection of a 911 caller. An incumbent in this class will respond to subpoenas for public records and may be required to make frequent court appearances. Emphasis is placed upon exhibiting extreme tact and courtesy in handling customers. The incumbent is expected to work independently and exercise initiative and judgement by applying available policies, instructions, and guidelines; however, priorities and direction are generally provided by more senior staff for highly sensitive or unusual cases, situations or requests. The position reports to a manager or supervisor.

Minimum Qualification Requirements

- 2 years experience in clerical and administrative support work that includes 1 year customer service in a related field ; or
- An equivalent combination of education, training, and/or experience.
- Must be at least 18 years of age, obtain, and maintain a Florida Department of Law Enforcement (FDLE) Criminal Justice Information Services (CJIS) Level 3 – CJIS Security & Awareness Certification within 6 months of appointment.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Employee's name must not appear on the Health & Human Services exclusion list.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Organizes and implements internal 911 records technician functions and controls.
- Receives and responds to frequent contacts from the public, law enforcement, fire agencies, and officials.
- Responds to subpoenas for records.
- Back-up to the department Records Custodian, which includes, giving depositions and testifying in court.
- Prepares responses and replies, to the following but not limited to, citizens, media, attorneys, law enforcement agencies, and officials regarding 911 records and information inquiries.
- Reviews and redacts confidential information from audio and paper 911 records, in compliance with Federal and State of Florida laws, rules, and regulations.
- Provides information, assistance and services to the general public, employees, and others in person, by telephone, or by other forms of communication.
- Performs other related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of FL Statute 365.171 pertaining to 9-1-1 caller confidential information.
- Knowledge of FL Statute 401.30 pertaining to medical privacy.
- Knowledge of FL Statute 119 pertaining to public records.
- Knowledge of Federal Statutes covering the HIPAA Privacy Rule.
- Knowledge of public safety software applications.

911 RECORDS TECHNICIAN (continued)

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Knowledge, Skills, and Abilities (continued)

- Knowledge of automated office equipment, practices and procedures.
- Knowledge of legal terminology, grammar, spelling and math.
- Knowledge of recordkeeping practices and procedures.
- Skilled in the application of quality customer service.
- Skilled in the operation of automated office equipment.
- Ability to apply computer applications and software.
- Ability to make and apply decisions in accordance with laws, regulations and procedures.
- Ability to provide information correctly and concisely, both orally and in writing.
- Ability to type with reasonable speed and accuracy.

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Created	EEOC Code	Overtime Code
2/15	Administrative Support	Classified