



Data Research Assistant

Classification:	Office Assistant II	Reports to:	Administrative Services Division Manager
Division:	Administrative Services	Direct Reports:	N/A
FSLA:	Non Exempt	Salary Range:	503

Job Overview

The Data Research Assistant position processes requests for records information, answers public inquiries, and produces authentic magnetic tape copies of public safety records. Responsibilities also include maintenance and security of communications tapes and inventory control, as well as researching, analyzing and compiling data in response to specific requests. Information can be provided verbally, in written form, and in tape format. The incumbent maintains confidentiality according to the records disclosure laws and local rules and may testify under oath as to the validity of records. This position also participates as a key member of the Administrative Services Division team, including providing back-up and assistance to other team members as needed.

Distinguishing Characteristics

The Data Research Assistant is a single incumbent position. It is classified at the same level as Office Assistant II due to comparability in general complexity of work and of independent authority and judgment exercised. Under general supervision, the Data Research Assistant performs the full range of data research duties, as noted below, and provides certain office support functions, including reception coverage, as assigned. Results of the work can impact the reliability or acceptability of processes or services; thereby affecting organizational and operational goals and objectives, directly or indirectly. The incumbent applies initiative, discretion, judgment and independence in accomplishing the work. Guidelines are available in the form of policies, procedures, general instructions and performance standards and evaluations. The supervisor and/or other subject matter experts are available to assist and advise on unusual problems. Work is reviewed for thoroughness, accuracy, timeliness, and compliance with local policies and procedures. The employee at this level does not supervise other employees or perform lead functions except for special projects.

Essential Job Functions

Must be able to perform the following essential job functions with or without reasonable accommodation:

- Responds to requests from user agencies, attorneys, and the public for reproductions of recording tapes and for research of automated records
- Researches CAD records and the master tape recordings
- Prepares 9-1-1 call information in the form of written documentation, cassette tapes, operational inquiries and statistical reports
- Serves officially as "custodian of the tapes" and may testify in court as to the authenticity of Agency records
- Processes and responds to requests, subpoenas, billing information and invoices, correspondence, and other incoming mail related to the program; completes all related incident documentation and reports
- Enters requests and invoices into the Agency billing database; corrects information as needed
- Verifies in CAD that request information is correct, makes corrections as necessary and adds the CAD event number
- Checks citizen requests for pending investigations through the Electronic Police Reporting System, the Case Tracking System and/or the County Prosecutor's Office or the jurisdictional law enforcement
- Prepares citizens' tapes in the order of receipt, unless there are competing interests, such as complying with a subpoena, helping user agencies meet a deadline in filing a case or reviewing an incident, or complaints against a dispatcher
- Notifies requesting party by telephone, if possible, that the requested materials are ready; notifies requesting party of any applicable charges
- Notifies requesting party in writing, along with the applicable RCW and the legal contact name and phone number, if release authorization is denied
- Appears in Court with copies of tapes and call documentation to testify as to the source of the material and the chain of custody
- Researches subpoena information in the Agency billing database to find related information; contacts the subpoena signer if there is doubt
- Regularly checks the Master Recorder to insure that all the tapes are running or are in the ready mode; stays alert to pre-failure warning alarms
- Contact the Dictaphone service department if problems occur; logs information in the Dispatch Problem Tracking System after service notification



- Advises the Division Manager and the shift supervisors of the problems and when Dictaphone will complete the repairs
- Performs routine system maintenance, including backing up data, purging the system, restoring functions
- Provides backup for the front desk as assigned and performs other administrative services support team duties as required
- Performs other related tasks and duties as assigned

Minimum Job Qualifications

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and ability required to successfully perform the job will be considered. A typical way to obtain the knowledge and abilities would be:

- An Associate’s Degree in Business Administration or field with related emphasis
- Successful completion of college-level training or education in office work or data research practices and principles
- Two years of general office work experience at a level equivalent to the work of the classification. The following specific experience is highly desirable:
- Tape research, record custodian, or emergency services or public safety communications experience
- Intermediate skill level with computer programs and data entry to include MS Word and MS Excel
- Excellent interpersonal and communications skills
- Demonstrated strong customer service skills
- Must possess a valid driver license and have access to a motor vehicle (personal or agency) on an as needed daily basis.

Knowledge of:

- Public records disclosure laws
- Agency function, policies and procedures
- Database file structures, access methods and management techniques
- Public safety communication software, computer aided dispatch (CAD)
- Services provided to police, fire and emergency medical services agencies by a communications center
- General office practices, procedures, and equipment; Business English, spelling, grammar, and basic arithmetic
- Computerized data entry and retrieval and keyboard technology.
- Various applicable computer programs and software applications

Ability to:

- Communicate effectively both orally and in writing
- Develop and maintain positive and professional working relationships with the public, employees, managers, user agency personnel, vendors, and officials from other jurisdictions, departments or agencies
- Maintain a courteous and positive attitude toward the public and fellow employees, even under stressful and unpleasant situations
- Operate standard office equipment including personal computers and various software as well as other standard communications center equipment
- Perform data entry and retrieval with speed and accuracy
- Understand and execute complex oral and written instructions
- Apply appropriate initiative, discretion, and judgment in accomplishing the work
- Understand and apply available guidelines, policies or procedures in work situations
- Successfully complete all selection process components including a background investigation

Physical / Sensory Requirements. The following characteristics describe the most common ways this position’s essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

Sight and Vision	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance. 	Hourly / Constantly	Very Important
Hearing	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>General / Broad Hearing.</i> Differentiate and comprehend: <ul style="list-style-type: none"> ○ Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the ‘normal range’ 	Hourly / Constantly	Very Important



<ul style="list-style-type: none"> Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the 'normal range' Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance. 	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important
Speech	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture. 	Hourly / Constantly	Very Important
Touch	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc. <i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs. 	Daily	Important
	Weekly / Monthly	Slightly Important
Physical Coordination	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Sit.</i> Remain in seated position to accomplish work. <i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work. 	Daily	Very Important
	Weekly / Monthly	Slightly Important
Working Memory	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Audio Memory.</i> Retain and retrieve information gained via audio sources. <i>Visual Memory.</i> Retain and retrieve information gained via visual sources. 	Daily	Important
	Daily	Important
Comprehension	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Rapid Comprehension & Application.</i> Grasp meaning, nature, or importance of information, and quickly and correctly apply knowledge to work or situation. <i>Complex Comprehension & Application.</i> Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation. 	Weekly / Monthly	Very Important
	Weekly / Monthly	Very Important
Environmental Working Conditions	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions. 	--	--
Level of Physical Activity	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing is required only occasionally and all other sedentary criteria are met. 	Hourly / Constantly	--

Updated & revised March 30, 2017