

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### GCIC Coordinator

**Department:** Police  
**Pay Grade:** CO4  
**FLSA Status:** Non-Exempt  
**Job Code:** P410

#### JOB SUMMARY

The purpose of this classification is to serve as Terminal Agency Coordinator for Georgia Crime Information Center (GCIC) network and the National Crime Information Center (NCIC) network.

#### ESSENTIAL JOB FUNCTIONS

- Administers the Georgia Crime Information Computer (GCIC) and National Crime Information Computer (NCIC) systems used to retrieve/update criminal information and motor vehicle/license records; interacts and networks with various TAC officers to ensure city-wide regulatory compliance and proper flow of information and documentation.
- Coordinates activities and conducts training for staff in use of GCIC/NCIC computer terminals; ensures valid certifications, adherence to GCIC/NCIC requirements, and integrity/security of data.
- Ensures accuracy of warrants that are entered or removed from the GCIC and NCIC networks; prepares worksheets to facilitate data entry; and corrects records previously entered into system.
- Enters data into, and obtains data from, the GCIC and NCIC networks, such as warrants, driver's license, and automobile tag information; enters stolen, or removes found, vehicles and weapons in system; enters information on missing or found persons; confirms warrants for other jurisdictions through NCIC and GCIC.
- Maintains certification records and processes GCIC re-certifications.
- Reviews and validates entries in GCIC/NCIC networks.
- Monitors inventory levels of supplies; ensures availability of adequate materials to conduct work activities; initiates requests for new or replacement items.
- Provides clerical support for an assigned department/division; processes a variety of documentation associated with department/division operations within designated

timeframes and per established procedures; types, prepares, proofreads, and/or completes various forms, reports, correspondence, schedules, lists, logs, narratives, background reports, or other documents.

- Performs customer service functions in person, by telephone, mail or email; provides information or assistance regarding department/division services, activities, forms, procedures, fees, or other issues; receives and/or disseminates forms/documentation; responds to routine questions/complaints, researches problems, and initiates problem resolution.
- Maintains file system of various files/records for the department/division: prepares files, organizes documentation, and files documents in designated order; retrieves/replaces files; shreds/destroys confidential or obsolete documents as directed; maintains department/program references such as vendor lists, codebooks, training manuals, standard operating procedures, and mailing lists; and maintains confidentiality of departmental documentation and issues.
- Communicates with supervisor, employees, other departments, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems; responds to requests for service or assistance.
- Prepares or completes various forms, reports, correspondence, time cards, supply lists, or other documents.
- Receives various forms, reports, correspondence, equipment operating manuals, procedures, handbooks, reference materials, manuals, or other documentation; reviews, completes, processes, forwards or retains as appropriate.
- Operates a computer, printer, facsimile machine, copier, calculator, multi-line phone, paper shredder, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.
- Ensures compliance with all Georgia Crime Information Center (GCIC) and National Crime Information Center (NCIC) regulations and standards, including meticulous preparation for audits and compliance reviews.
- Required to stay up-to-date of all changes within GCIC/NCIC systems, protocols and requirements.
- Develops and facilitates comprehensive training programs to ensure staff are informed of all updates and changes to GCIC/NCIC systems and protocols.
- Performs all duties of a communications officer as needed.
- Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

Requires a High school diploma or GED; one (1) year of experience in clerical support, customer service, or a related field preferred. One to two years of experience in GCIC and NCIC network operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

#### **Licenses or Certifications:**

- Possess and maintain certification as a GCIC/NCIC Terminal Agency Coordinator with the State of Georgia.
- Possess and maintain CJIS Network Operator certification.

- CPR-First Aid in the State of Georgia
- POST- Certified Communications Officer
- Emergency Medical Dispatch
- Other requirements that may be required by GCIC or a Communications Officer

**Special Requirements:**

- None

**Knowledge, Skills and Abilities:**

- Ability to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.
- Ability to determine, calculate, tabulate, or summarize data/information. Includes performing subsequent actions in relation to these computational operations.
- Ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.
- Ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to utilize a wide variety of reference and descriptive data and information.
- Ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.
- Ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.
- Ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties that are often characterized by frequent change.

**PHYSICAL DEMANDS**

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

**WORK ENVIRONMENT**

Work is regularly performed without exposure to adverse environmental conditions.

**The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.**

*The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.*