



Job Description for:

## Data Research Assistant

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**Classification:** Office Assistant II  
**Division:** Administrative Services  
**Reports to:** Administrative Services Manager  
**Supervises:** None

### **Job Definition**

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.

**Note:** All duties, knowledge, skills and abilities listed below are considered *essential functions* unless marked as *non-essential*, (**NE**).

### **Essential Job Functions**

Incumbent must be able to perform the essential functions of the job 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 inquires 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

## **Qualifications**

### ***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
- Effective interpersonal communication methods and techniques, including customer service practices
- General office practices, procedures, and equipment; Business English, spelling, grammar, and basic arithmetic

- Computerized data entry and retrieval and keyboard technology. Various word processing, spreadsheet, database and other 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
- ☛ Candidates and incumbents must have ability to perform the essential functions of this position with or without reasonable accommodation

**Education and Experience** – 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:

- 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
  - Using or training on communications software and Computer Aided Dispatch (CAD)
  - Using or training on database, word processing, and spreadsheet applications
- Successful completion of college-level training or education in office work or data research practices and principles (45 credit hours for each year) may be substituted for the required experience on a month-for-month basis

**Work Environment (Essential functions)**

Work is performed primarily in an office setting, and requires attention to detail and ability to maintain accurate records. Work also involves handling difficult customer service related complaints with tact and diplomacy. Work involves handling a high volume of requests from other agencies and the public within standard timeframes. Requests often regard sensitive and confidential taped incidents. Incumbent works with standard office equipment, such as personal computers, telephones, TTY machines and other general equipment that require detailed dexterity. Incumbent also works with specialized technical and electronic equipment commonly found in communication centers. Work involves moderate keyboarding and manual dexterity to use tape recording and Dictaphone equipment, and also entails general reaching, stretching, and lifting of standard office supplies and materials, such as paper, binders, and files. Some walking, bending and carrying light items is required. Incumbent may work exchanging information with customers over a counter. Such duty may entail prolonged periods of standing. Occasionally, incumbent experience highly stressful situations in the process of resolving problems on an immediate nature, i.e., facing irate citizens dissatisfied with information received, action taken or to be taken by a division or department, or denial of service for cause.

**Physical Demands typically involve, but are not limited to:**

**Hearing and Speaking:**

- Hear, understand and respond to verbal information in person, by phone and by intercom, including difficult to understand callers
- Use a headset to listen to and understand taped information
- Speak clearly and concisely in English
- Hear, understand and respond using multi-line telephone systems, TTY machines, intercoms and other communications equipment

**Seeing and Reading:**

- See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats
- See and use all related communications equipment including Dictaphone equipment, Computer Aided Dispatching equipment, multi-line telephone systems, TTY machines, and computer monitors

**Mental acuity and alertness:**

- Understand, respond to, and apply information and instructions including policies, procedures, laws, and regulations
- Handle frequent interpersonal interactions and complaints with tact and diplomacy
- Manage and accomplish multiple priorities and diverse responsibilities with a high level of accuracy
- Think and apply judgment, discretion, and initiative in accomplishing work

**Manual dexterity and typing:**

- Moderately extensive use of computers, keyboards, Dictaphone equipment, office equipment and similar specialized technical and electronic equipment commonly found in an office or communications center setting
- Performing frequent tasks requiring manual dexterity
- Write legibly

**Physical dexterity:**

- Sit for extended periods of time; stand or walk as necessary
- Stretch, reach, or lift objects or materials that may be up to 10 pounds in weight

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**Revised:** 09/2008

**Reviewed:** 09/2008

**FLSA Status:** Non-exempt

**Salary Code:** E3

**Salary Range:** 503

**Union:** No