

City of Fort Worth, Texas Job Description

Classification Title	Senior Data Reporting Technician		
Job Code:	CL5230	Job Family:	Clerical
Pay Grade	507	Date Reviewed:	07/06/15
FLSA Status	Nonexempt	Date Revised:	

GENERAL SUMMARY

Leads, oversees and participates in the more complex and difficult work of employees. Provides customer service support in the police department and performs a variety of technical tasks to assigned areas.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Leads, plans, trains, reviews and participates in the work of employees responsible for providing a wide variety of customer services in support of the police department.
2. Trains assigned employees in their areas of work including customer service methods, procedures and techniques.
3. Verifies work of assigned employees for accuracy, proper work methods, techniques and compliance with applicable standards and specifications.
4. Monitors and evaluates quality, responsiveness, efficiency and effectiveness of assigned customer service programs, service delivery methods and procedures. Works with employees to improve of city services.
5. Responds to public inquires in a courteous manner. Provides information within the area of assignment and resolves complaints in an efficient and timely manner.
6. Takes public statements and transcribes reports into a digital transcription system. Researches and retrieves information from terminal, backlog reports, files, cards and other documents for appropriate personnel.
7. Gathers relevant data and compiles narrative and statistical reports.
8. Maintains detailed and accurate files and records of police offense reports and correspondence.
9. Provides quality assurance by review of a sampling of offense reports.
10. Provides supervisory responsibilities when the Data Reporting Shift Supervisor is unavailable.
11. Performs other duties as requested.

12. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Operations, services and activities of a customer service program within the area of assignment.
 - Principles of lead supervision and training.
 - Effective methods and techniques of customer service.
 - Principles and procedures of record keeping.
 - Principles and practices of data entry.
 - Methods and techniques of police offense report transcription.
 - Modern office procedures, methods and equipment including computer.
 - Pertinent Federal, State and local codes, laws and regulations.
- **Skill in:**
 - Planning and prioritizing.
 - Observation and decision-making.
 - Organization and time management.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Analyze problems and identify solutions.
 - Evaluate employee performance.
 - Read and interpret blueprints and drawings.
 - Manage multi-craft projects.
 - Plan and manage employee development.
 - Assists in the development of goals, objectives and procedures.
 - Estimate material and labor costs.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

High school diploma/GED and three years of increasingly responsible customer service experience in an office or clerical setting.

OTHER REQUIREMENTS

None.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.