



GREAT BENEFITS!

- Health Plan
- Pension Plan
- Health, Education, & Wellness Center
- Dental Plan
- Vision Plan
- Deferred Comp
- Spending Accounts
- Life Insurance
- Longevity Payments
- Tuition Reimbursement
- Employee Assistance Program
- Paid Leave
- Paid Holidays
- Sick Leave Bank
- Paid 30 min Break
- Vacation Sell
- Flex Schedules
- Training Opportunities

CIVIL SERVICE JOB ANNOUNCEMENT

Civil Service Department, Suite 569, City County Bldg, 400 Main Street, Knoxville, TN 37902 (865) 215-2106.
Web:www.knoxvilletn.gov

1078 NCIC Operator 3/13/24
(Entry-Level and Promotional)
Drug testing may be required

Repost

ENTRY-LEVEL SALARY: \$36,941 annually
PAY GRADE RANGE: \$ \$36,941 to \$ 59,106 (Pay Grade 306)
The City of Knoxville requires as a condition of employment that all newly employed individuals, former employees that have been re-hired, or employees promoted to a new classification will receive their paychecks by way of automatic direct deposit.
Starting and promotional salaries will be determined based upon applicant qualifications and in accordance with Civil Service Merit Board Rules and Regulations.

The City of Knoxville only accepts online applications. To apply, go to <http://www.knoxvilletn.gov/jobs>. **You must complete ALL APPLICABLE SECTIONS of the application. DO NOT LEAVE SECTIONS BLANK SIMPLY BECAUSE THAT INFORMATION APPEARS ON YOUR RESUME. Doing so could result in your application being deemed incomplete.** If you need assistance submitting an application, you may visit the Civil Service office at the address listed above.

The following documents MUST be submitted online by 4:30 p.m. on: **Monday, March 25, 2024.**

- Completed City of Knoxville Online Application
- Detailed Resume (upload and attach to your online application)
- If you have questions regarding your application or need help applying, please email mbfoster@knoxvilletn.gov before the posting deadline.

JOB DESCRIPTION: Please See Attached Position Description

MINIMUM REQUIREMENTS

Unless stated otherwise, applicants must possess and/or meet the following minimum requirements prior to the application deadline.

- Current City Employees may apply, but must have completed initial Civil Service probationary period and must have received a satisfactory performance rating on their last evaluation to receive promotional preference.
- Graduation from a standard high school or equivalent.
- One year of experience in an office setting which involved the use of computers and/or the maintenance of files or records.

PREFERRED REQUIREMENTS

Experience in computer keyboard operation or other typing-related work preferred.
Experience multitasking in a busy environment preferred.

Note that newly hired NCIC Operators are expected to remain in the position for a minimum of 1 year post-hire due to training and certification cost.

EXAMINATION:

Applicants meeting the minimum qualifications will be scheduled for the written test (100% of final score). Content areas on the exam include: Telephone Etiquette, Business English and Mathematics, Following Instructions, Reading Comprehension, Working Relationships, and Communication Skills

Note: Background checks will be conducted.

AN EQUAL OPPORTUNITY EMPLOYER/DRUG FREE WORKPLACE

The City of Knoxville does not discriminate on the basis of race, color, creed, national origin, sex, religion, age, veteran status, disability, gender identity, genetic information, or sexual orientation in employment opportunities.

GENERAL DESCRIPTION

Under general supervision, performs responsible recordkeeping work which may involve the processing and receiving of information through the operation of the N.C.I.C. computers in the Police Department, or performing various recordkeeping functions (i.e., filing and retrieving documents, receiving complaints, coding data, tracking disposition of cases, typing records, researching files for information, compiling statistical data, etc.) within a department.

ESSENTIAL FUNCTIONS

Operates National Crime Information Center (N.C.I.C.) computer terminal, verifying entries, entering data, and acquiring information for officers, criminal investigators, etc.

Checks all persons who are arrested for outstanding warrants and on N.C.I.C.

Removes all recovered items from system

Enters missing person reports

Releases N.C.I.C. classified information to appropriate law enforcement personnel

Maintains communication via police radio with officers in the field regarding warrants, vehicle registrations, driver’s license status, stolen vehicles, etc.

MARGINAL FUNCTIONS

Maintains, reviews and updates all books, files, reports and other related data pertaining to the N.C.I.C. computer operations.

Files information in established files and removes files upon request and matches with reports, correspondence, etc.

Assists officer and other law enforcement officials in obtaining copies of records and other documents

Types important information for files, records, correspondence, etc.

Takes requests over the phone and in person for information regarding records

Proofs records for errors and contacts authorized individuals for corrections

Prepares statistical information for various reports

Maintains sex offender files

Performs related work as assigned

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of the principles and practices of operating computers (i.e., N.C.I.C., personal computers, etc.)

Knowledge of proper telephone techniques

Knowledge of Business English and spelling

Knowledge of arithmetic and basic math

Knowledge of modern office practices and procedures

Knowledge of record keeping practices and filing

Ability to organize work in a logical manner and handle several projects simultaneously

Ability to follow oral and written instructions

Ability to read and comprehend detailed subject matter, i.e., federal rules and regulations governing N.C.I.C. computer operations

KNOWLEDGE, SKILLS AND ABILITIES (cont’d)

Ability to express ideas and information clearly, concisely and convincingly

Ability to speak clearly and distinctly over radio (enunciating words carefully)

Ability to understand and carry out oral and written instructions

Ability to meet the public and deal effectively with their questions or problems

Ability to establish and maintain effective working relationships with fellow employees and other departments or organizations

Ability to communicate effectively orally and in writing

Ability to operate a typewriter at a rate of 25 wpm

Ability to multi-task and prioritize duties

PHYSICAL REQUIREMENTS

This position consists of primarily sedentary work, requiring the incumbent to exert up to 10 pounds of force occasionally, or a lower amount of force frequently, in order to lift/carry, push/pull or otherwise move objects. The job involves sitting most of the time, but may involve walking or standing for brief periods of time. A description of the specific physical requirements associated with this position is maintained on file in the Human Resources office for review upon request.

MENTAL REQUIREMENTS

This position uses logic and/or scientific thinking to define problems, collect information, establish facts, draw valid conclusions, devise and implement policies and regulations, and to manage and coordinate multiple programs or projects. A description of the specific mental requirements associated with this position is maintained on file in the Human Resources office for review upon request.

MINIMUM REQUIREMENTS

- Graduation from a standard high school or equivalent.
- One year of experience in an office setting which involved the use of computers and/or the maintenance of files and records.

PREFERRED REQUIREMENTS

- Experience in computer keyboard operation or other typing-related work preferred.
- Experience multitasking in a busy environment preferred.