

Code: 3537

Title: PUBLIC SAFETY TRANSCRIPTION TECHNICIAN

SUMMARY: This classification transcribes recorded or written law enforcement officer reports into department-approved formats or onto required forms using computer-based resources to meet departmental and legal standards for content, accuracy and timeliness. It is distinguished from other clerical, administrative and Public Safety-related technicians and specialists by its primary focus on the accurate transcribing of legally sufficient reports and documentation.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Transcribes recorded or written law enforcement reports into department-approved formats, using computer-based resources;

Proofreads, edits and corrects transcribed materials by comparison with recordings and written reports;

Contacts originators of recorded/written reports to clarify or correct statements which cannot be resolved by critical review of original source materials;

Prints and distributes transcribed reports to appropriately qualified individuals/agencies;

Distributes transcribed reports via secured electronic means (facsimile; computer-to-computer, etc.) to appropriately qualified individuals/agencies;

Maintains manual and computer-based activity logs;

Accesses departmental restricted-use databases and communications systems to locate essential information;

Maintains required physical security and confidentiality of information encountered or created during the course of assigned duties;

Maintains physical security of assigned work areas by determining allowable access by others, to include maintenance of sign-in/-out registers;

Performs operator-level servicing and maintenance of assigned recording/dictation equipment, computer-related equipment (e.g., printers, copiers, etc.) and other office equipment;

May be required to perform transcription duties in languages other than English.

KNOWLEDGE & SKILLS:

Knowledge of:

- law enforcement-related terminology, acronyms, codes and abbreviations typically appearing in oral and written communications;
- rules and practices of English language spelling, grammar and editing;
- departmental standards, formats and procedures for the creation and maintenance of official records;
- departmental requirements for maintenance of required security and confidentiality of information encountered in the performance of assigned duties;
- departmental/facility/work-unit security rules and procedures;

Skill in:

- use of transcribing and recording equipment;
- use of computer-based resources for preparing reports in required formats;
- understanding and interpreting voice recordings;
- understanding and extracting pertinent information from written reports to prepare official transcripts;

- proofreading of transcribed materials to determine accuracy of transcription;
- prioritizing assigned work to meet legal and departmental requirements for accuracy and timeliness;
- assuring access to information created or encountered is only to those individuals/agencies with a legitimate need-to-know;
- maintaining manual and computer-based files;
- performing operator-level servicing and maintenance of assigned recording/dictation equipment, computer-related equipment (e.g., printers, copiers, etc.) and other office equipment;

MINIMUM QUALIFICATIONS:

High School Diploma or GED required at time of application.

OTHER REQUIREMENTS:

Licenses and Certificates: Within six months of employment, employees must attain and maintain access certification for all relevant departmental databases required of assigned position. Some positions require a valid Arizona Class D driver license at the time of application or prior to completion of initial/promotional probation. Failure to obtain/maintain the required certification/licensure shall be grounds for termination.

Special Notice Items: All positions require satisfactory completion of a background investigation due to need for access to law enforcement, corrections and court facilities, property, communications systems and associated confidential and sensitive information, documents and databases. Pre-/post-appointment drug screening and polygraph examinations are required of all positions in this classification due to need for access as described above. Some positions may require bilingual abilities in English and a second language, as determined by the Department.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.