

<b>CITY OF CEDAR RAPIDS POSITION PROFILE</b>	<b>JOB CODE #/TITLE:</b> PL024 Background Check Technician
<b>POSITION #/TITLE:</b> 2677, 2683 Background Check Technician	<b>Adopted:</b> 03-13 <b>Revised:</b> 07-14

<b>POSITION DESCRIPTION</b>
-----------------------------

<b>Dept:</b> Police	<b>Manager Level:</b> Non-Manager
<b>Salary Plan/Description:</b> POL/Police Bargaining	<b>Salary Grade:</b> 16
<b>Reports To Position #/Job Code #/JC Title:</b> NB127/Police Captain	<b>Dotted-line Reports To Position #/Job Code #/JC Title:</b> NB013/Nuisance Property Abatement Coordinator
<b>FLSA Status:</b> Non-Exempt	<b>City Overtime Status (Employee Type):</b> Non-Exempt (Exception Hourly)
<b>Physical Demand Rating:</b> Light	<b>Work Environment:</b> Controlled
<b>Pre-employment Testing:</b> Drug and health screening after contingent offer.	<b>Position Testing:</b> Standard & Advanced Word, Standard & Advanced Excel; Typing Test
<b>Personal Protective Equipment:</b> None	

<b>General Statement of Duties</b>
------------------------------------

Performs a variety of clerical and information dissemination services for the Cedar Rapids Police Department SAFE-CR Program and coordinates with employees of other City Departments as needed; performs related work as required.

<b>Distinguishing Features of the Class</b>
---

Considerable leeway is granted for the exercise of independent judgment and initiative. Coordination of daily work assignments may be provided by the Nuisance Property Abatement Coordinator.

<b>Examples of Essential Work (Illustrative Only)</b>
---

Receives background check inquiries from landlords and logs detailed information into Police Records Management Systems;  
Performs presentations about City offered background checks to internal and external stakeholder groups;  
Oversees enforcement of Chapter 29.35 as directed;  
Testifies at Appeal Hearings about status of background checks done by a property owner or interaction with property owner, as requested;  
Follows up on citizen inquiries and concerns by conducting the appropriate research and then contacting the citizen to provide the appropriate information;  
Collects and enters appropriate information from employees associated with the Nuisance Abatement Program into EnerGov;  
Contacts third party background check company for background check requests;  
Conducts internal criminal background check by reviewing Cedar Rapids Police records as required;  
Provides background check information from third party company and internal criminal background check to rental property owners, landlords and other customers;  
Prepares correspondence, reports, lists and other documents using the Customer Information System and other software programs such as MS Word, Excel, PowerPoint, Outlook, and Access;  
Assists with answering department telephone calls, receiving and greeting visitors to the department and providing information to or referring callers and visitors to other appropriate departments or City personnel;  
Coordinates calendar for Nuisance Property Abatement Coordinators and District Lieutenants as needed;  
Provides administrative support to Nuisance Property Abatement Coordinators and District Lieutenants;

Assists NPAC in preparing monthly, yearly or special reports regarding Background Checks, Rental Business Training, or Nuisance Properties;  
Gathers, assembles, updates, distributes and/or files a variety of information, forms, records and data as requested;  
Works both individually and cooperatively with internal and external stakeholders;  
Attends meetings, conferences and workshops;  
Performs all work duties and activities in accordance with City policies, procedures and safety practices;  
Attends work regularly at the designated place and time;  
Supports continuous process improvement initiatives;  
Performs related work as required.

### **Required Knowledge and Abilities**

Thorough knowledge of modern office procedures, practices and equipment;  
Thorough knowledge of computer keyboard skills, word processing, and spreadsheet skills;  
Thorough knowledge of Windows, Microsoft Office, Word, Excel, Power Point, Outlook, and Internet Browsers;  
Good knowledge of departmental programs, policies and operations as applied to the work performed;  
Ability to develop and use empathetic listening skills, communicate with clarity and maintain an attitude that conveys respect, assistance, honesty and resourcefulness;  
Ability to establish and maintain complex clerical records and files;  
Ability to handle confidential information;  
Ability to manipulate documents in keeping with presentation demands – Adobe PDF and other applications;  
Ability to understand and follow complex oral and written instructions;  
Ability to communicate effectively and establish and maintain working relationships with property owners, attorneys, contractors and developers both orally and in writing, using both technical and non-technical language;  
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;  
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;  
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;  
Ingenuity and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

Graduation from High School or a GED; and  
Some experience in the performance of clerical and customer service duties; or  
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

### **Required Special Qualifications**

Ability to pass criminal background check.  
Ability to pass a polygraph examination.  
Ability to obtain NCIC Certification.

### **Essential Physical Abilities**

Requires the following with or without reasonable accommodation:  
Sufficient clarity of speech and hearing, which permits the employee to communicate effectively;  
Sufficient vision, which permits the employee to operate equipment;  
Sufficient manual dexterity, which permits the employee to handle a variety of records and files and to operate a computer;  
Sufficient personal mobility, which permits the employee to access office files and visit and distribute materials to other City offices.