



**Office of Human Resources**  
**National Crime Information Center Agent Lead - CN2890**  
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### **General Statement of Duties**

Performs regularly assigned lead work and a wide variety of support and technical duties including assisting law enforcement personnel apprehend and identify individuals wanted for criminal activities and processes, screens, and enters various law enforcement reports and information into federal, state, and local computer systems.

### **Distinguishing Characteristics**

The Lead NCIC Agent performs regularly assigned lead work over NCIC Agents and a wide variety of support and technical duties. The Lead NCIC Agent is distinguished from an NCIC Agent, who performs a wide variety of support and technical duties including assisting law enforcement personnel apprehend and identify individuals wanted for criminal activities and processes, screens, and enters various law enforcement reports and information into federal, state, and local computer systems. Additionally, this class is distinguished from an Emergency Communications Operator who performs full performance emergency and non-emergency telephone assistance to individuals who are calling Denver-911 for police, emergency medical services, and/or fire and provides emergency medical dispatch triage and instructions over the phone. The NCIC Agent is distinguished from the Police Dispatcher that performs dispatch work operating and monitoring communications equipment in response to police emergencies.

#### **National Crime Information Center Definition:**

The National Crime Information Center is a computerized index of criminal justice information. The NCIC is available to federal, state, local law enforcement departments/agencies, and other criminal justice agencies and is operational 24 hours a day, 365 days a year. The NCIC system provides a computerized database for ready access by criminal justice agencies to make inquiries and for prompt disclosure of information in the system from other criminal justice agencies about crimes and criminals. This information assists authorized agencies with criminal justice objectives such as apprehending fugitives, locating missing person, locating and returning stolen property, and in the protection of law enforcement officers encountering the individuals described in the system. All records in NCIC are protected from unauthorized access through appropriate administrative, physical, and technical safeguards. These safeguards include restricting access to those with a need to know to perform official duties.

### **Level of Supervision Exercised**

Exercises regularly assigned lead work duties over two or more NCIC Agents.

### **Essential Duties**

Interprets and performs complex classification and coding of police reports and warrants based on both national standards and internal requirements. Enters, modifies, and cancels information in databases with a high degree of accuracy, and retrieves, interprets, and disseminates information to appropriate law enforcement personnel and/or departments/agencies.

Interacts with police officers to provide information and verify the identity of an individual(s) being detained and/or investigated and determines if the individual(s) has a current warrant(s) for her/his arrest or clears the individual(s).

Ensures all entered information is accurate and validated.

Communicates with and provides information to other law enforcement agencies regarding the status of stolen vehicles, missing persons, and/or other police matters and receives messages from other law enforcement agencies requesting assistance and forwards to the appropriate personnel/units for resolution.

Receives stolen vehicle reports, enters information into computer systems, modifies, and/or removes information if vehicle is recovered, and notifies owners and/or other law enforcement agencies.

Conducts background investigations on all inmates preparing for release, work crew outings, community corrections, work release, probation, electronic monitoring, pre-employment, letters of police clearances, and other matters.

Maintains NCIC/CCIC system and warrant files and prepares reports.

Audits and responds to non-conforming issues for compliance with NCIC unit procedures. Updates manuals on standard operating procedures and reference.

Develops or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage.

Provides work instruction and assists employees with difficult and/or unusual work assignments.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information to inform the formal performance evaluation.

Trains new employees and ensures continuing education for all employees. Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## Competencies

**Decision Making** – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

**Oral Communications** – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

**Problem Solving** – Identifies problems, determines accuracy and relevant information, and uses sound judgment to generate and evaluate alternatives to make recommendations.

**Reading** - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Technical Competence** - Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

### **Knowledge & Skills**

Knowledge of federal, state, and local laws, guidelines, and manuals and a thorough understanding of police data systems and unit priorities.

Knowledge of a variety of technical and complex procedures and laws and functions with a high consequence of error for inadequate performance or inappropriate judgment.

Knowledge of the principles of confidentiality.

### **Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

### **Experience Requirement**

One (1) year of experience performing data entry into NCIC/CCIC databases.

### **Education & Experience Equivalency**

Additional appropriate education may be substituted for the minimum experience requirements.

### **Licensure & Certification**

Must pass an initial pre-security clearance screening and maintain CBI (Colorado Bureau of Investigation) certification as a condition of employment. Must take and pass an online test every two years to maintain certification.

Licenses and certifications must be kept current as a condition of employment.

### **Working Environment**

Subject to interruptions due to multiple calls and inquiries.

Subject to varying and unpredictable situations.

Subject to many interruptions.

### **Level of Physical Demand**

1-Sedentary (0-10 lbs.)

### **Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Reaching: Extending the hand(s) and arm(s) in any direction.

Handling: Seizing, holding, grasping, or otherwise working with hands. Fingering: Picking, pinching, or otherwise working with fingers.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Talking: Expressing or exchanging ideas by means of spoken words. Hearing: Perceiving the nature of sounds by the ear.

Repetitive Motions: Making frequent movements with a part of the body. Eye/Hand/Foot Coordination: Performing work through the use of two or more.  
Near Acuity: Ability to see clearly at 20 inches or less.  
Depth Perception: Ability to judge distance and space relationships. Field of Vision: Ability to see peripherally.  
Accommodation: Ability to adjust vision to bring objects into focus. Color Vision: Ability to distinguish and identify different colors.

**Background Check Requirement**

Criminal Check  
Employment Verification  
Licenses/Certification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: N-616**  
**FLSA Code: N**  
**Management Level: 8**  
**Established Date: 9/21/2018**  
**Established By: LS**  
**Revised Date:**  
**Revised By:**  
**Class History:**