**DUTY STATEMENT**

**DEPARTMENT OF JUSTICE**

**CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION**

**JUSTICE DATA AND INVESTIGATIVE SERVICES BUREAU**

**CLIENT SERVICES BRANCH**

**CLIENT SERVICES PROGRAM**

**CLETS AUDITS AND INSPECTIONS SECTION**

**JOB TITLE:** Field Representative (FR)

**POSITION NUMBER:** 420-701-8519-XXX

**INCUMBENT:**

**STATEMENT OF DUTIES**: Under the direction of a Staff Services Manager (SSM) I, the Field Representative (FR) in the Bureau of Criminal Identification and Investigative Services (BCIIS), Client Services Program (CSP) provides coordination and audit/implementation assistance, outreach and training, and special project duties including, but not limited to: independently performing audits of local, state, and federal criminal justice/applicant agencies to ensure compliance with State and Federal statutes, policies, and procedures which include reviewing, evaluating, and monitoring agency compliance; organizing and conducting statewide and agency-specific training; and performing special projects for the purpose of increasing the accuracy of data entered into various databases supported by the Department of Justice (DOJ). The FR interacts with a variety of stakeholders and represents the DOJ at various meetings.

Within CSP, each FR will have a designated assignment(s) from the following areas of concentration: California Law Enforcement Telecommunications System (CLETS) and Criminal Offender Record Information (CORI), NCIC/CJIS Database Audits, Electronic Recording Delivery System (ERDS), or the Stop Data Collection System (SDCS). The FR must have a thorough working knowledge of the statutes, regulations, policies, and procedures of their assigned area.

**SUPERVISION RECEIVED:** Reports directly to a SSM I.

**SUPERVISION EXERCISED:** None.

**TYPICAL PHYSICAL DEMANDS:** Travel throughout California driving an automobile or flying on an airline. May need to travel for up to two weeks a month. Transport equipment and training materials. Lift equipment or boxes weighing up to 20 pounds.

**TYPICAL WORKING CONDITIONS:** In the field and in a modular cubicle in a smoke-free environment.

**ESSENTIAL FUNCTIONS:**

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| **COORDINATION AND AUDITING / IMPLEMENTATION ASSISTANCE** | |
| 35% | Function as the lead in coordinating with agencies, DOJ IT personnel, and other DOJ bureaus to assist with the implementation of applicable statutes, regulations, policies, and procedures. Coordination duties include: gathering information, providing appropriate guidance to agencies, identifying agency issues that might impact programs, processes, and/or agency business practices. Provide information to assist the agencies in preparing required documentation. Maintain documentation of all activities. Auditing/implementation duties will vary based on the designated assignment type. Auditing duties will include: reviewing agency records and conducting site inspections to confirm compliance with applicable requirements, and providing findings of audit results. Implementation duties will include: scheduling initial meetings with agencies to provide information on new or upgraded technology, responding to legislative or regulatory changes in data collection requirements, and troubleshooting and making recommendations to assist in the resolution of connectivity issues. |
| **OUTREACH AND TRAINING** | |
| 35% | Conduct training for agencies either with the use of Webinars or on-site. Duties  include: operational instructions, submission of documents or transmissions, and  refresher training for agencies identified as having submission problems. Provide  internal training to DOJ staff.  Perform “training needs” assessments (i.e., researching reporting error rates, etc.) to  identify specific agency training requirements and priorities. Duties include: develop,  prepare, and submit for supervisory review, course outlines and lesson plans  containing program training goals and objectives; coordinate logistical requirements  with sponsoring LEAs and other criminal justice agencies or professional  organizations, i.e., organize classroom space and install equipment prior to  instruction; conduct on-site and field training based on approved training plans;  survey student participation, including developing, distributing, and collecting written  evaluation forms; and conduct ongoing reviews of instruction curriculum and  incorporate revisions, as required. |
| **CONSULT AND ANALYZE** | |
| 20% | Act independently or as team leader/member to collect, research, evaluate, and analyze assigned areas of program operation such as participate in special projects for the purpose of increasing the accuracy of Sex and Arson Registration data and develop, prepare, and recommend registration reporting enhancements, and if approved, assist in their implementation.  Act as a consultant to criminal justice/applicant agencies; duties include, but are not limited to, planning, implementing or modifying automated criminal justice systems which impact the California Justice Information System (CJIS) and National Law Enforcement Telecommunications System (NCIC) databases; meet and confer with law enforcement agencies to discuss systems such as CLETS, CJIS, NCIC and NLETS, CSAR, and SDCS; discuss and provide copies of newly released DOJ/AFIS Information Bulletins regarding the CJIS databases’ legislation and issues; and identify the CJIS/AFIS database issues that necessitate training and resolution.  Develop analytical statistical reports on the under reporting trends; provide monthly status reports of training sessions, audit concerns from the various law enforcements, and applicant regulatory agencies; and develop results and methodology to assist with procedural changes, training enhancements, and provide written reports to management. |
| 10% | Represent the program at training conferences such as the California Law Enforcement Association of Records Supervisors (CLEARS), the California CLETS Users Group (CCUG), Business Managers Alliance (BMA) meetings, and Focus Group meetings.  Assist with responses to incoming correspondence, make recommendations to the Program Manager on the impact of legislation; deliver presentations on the statewide validation projects as necessary; and perform analytical studies designed to form the basis for recommendations on policy and regulatory changes.  Develop and write desktop manuals, procedures, and/or other publications designed to improve the knowledge base for program support. Complete special projects/assignments which may include research, writing, and providing recommendation to management. |

*I have read and understand the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.*

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Employee’s Signature Date Supervisor’s Signature Date