

**DEPARTMENT OF JUSTICE
DIVISION OF LAW ENFORCEMENT
BUREAU OF FIREARMS
Customer Support Center**

JOB TITLE: Analyst I

STATEMENT OF DUTIES: Under the direction of the Supervisor I, in the Customer Support Center (CSC), the Analyst I provides analytical and technical support services in the areas of state ammunition and firearms laws and regulations pertaining to the purchasing of ammunition and firearms and the associated web-based applications. This position will provide verbal responses, via telephone communication, e-mail and written correspondence to ammunition vendors, firearms dealers, DOJ certified instructors and comparable entities, law enforcement agencies, mental health facilities, and the public regarding reporting requirements, entry requirements and questions that arise relative to new or changing firearms legislation and regulations, web based Bureau of Firearms (BOF) associated applications, concerns regarding Senate Bill (SB) 1235/Safety for All Act of 2016 relative to ammunition conducted transactions, and any credit card billing issues. The Analyst I must have detailed knowledge of program operations, statutes, regulations, and firearms purchasing requirements. Additionally, the Analyst I will assist with the implementation of new programs and processes within the BOF. In this capacity, the Analyst I will assist with the development of procedures and training materials, including presentations. The Analyst I will develop and administer surveys, participate in user acceptance testing, track and maintain BOF statistics, write Information Bulletins, and establish and maintain data in Excel spreadsheets. This position may be required to work weekends and holidays.

SUPERVISION RECEIVED: Directly supervised by the Supervisor I.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Ability to sit, type, rotate, and work at a computer workstation for up to eight hours a day to prepare work assignments. Ability to lift and move items weighing up to 20 pounds.

TYPICAL WORKING CONDITIONS: Work in an open work area and smoke-free environment. CSC hours of operation are Monday - Friday 8:00 am - 6:00 pm and Saturday 8:00 am - 4:30 pm, including holidays. Each analyst will have a set schedule to maintain adequate coverage. The Analyst I may on occasion be required to work mandatory overtime.

ESSENTIAL FUNCTION:

- 40% Provide telephone and written responses to sensitive and complex customer contacts and inquiries regarding firearms purchasing laws and regulations from ammunition vendors, firearms dealers, certified instructors and comparable entities, and state-wide law enforcement agencies, mental health facilities, and the public.
- 20% Conduct extensive research, including making inquiries to Bureau management and legal staff to provide accurate information to the clientele of the BOF regarding SB 1235/Safety for All Act of 2016 ammunition conducted transactions, DROS entry system (DES), and the Firearm Certification System (FCS) web-based applications.
- 20% Perform complex analytical work on firearms regulations, evaluate information requested and draw logical conclusions to independently assist stakeholders with inquiries on firearms laws,

regulations, application processing and system use; Work closely with other program areas to ensure that all information disseminated to the customers is accurate.

- 10% Assist with the research and analysis of program modifications in response to requirements associated with new legislation, SB 1235/Safety for All Act of 2016 ammunition conducted transactions, the DROS entry system (DES), and the firearm certification system (FCS) web-based application processes. Assist in research and analysis and completing written and/or oral presentations of firearms purchasing policy issues to departmental and Bureau management.
- 5% Develop Information Bulletins regarding all new legislation, regulations, and system enhancements/changes for dissemination to the ammunition vendors, firearms dealers, law enforcement, superior and juvenile courts, mental health facilities, special groups, etc. Develop issue memos including problem identification, data analysis, considerations of alternatives and appropriate recommendations regarding all BOF web-based applications and their associated users. Attend JAD sessions and participate in UAT for system enhancements. The Analyst I will play a role in the implementation of new statewide firearms programs and the formulation of program procedures and policy.
- 5% Participate in process improvement efforts including team projects performance measurements, writing procedures, and other activities designed to improve customer service. Produce statistical reports to assist in the administration of the Bureau. Other related work as required.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.

I am able to complete the essential functions and typical physical demands of the job but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.

I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job and will discuss the functional limitations I have with my supervisor.

Employee Signature

Date

Supervisor Signature

Date