



DATE	April 2024
JOB CODE	
FLSA	EXEMPT
EEO	

JOB TITLE: Business Services Analyst
 DEPARTMENT/DIVISION: Police
 REPORTS TO: Business Services Supervisor

SUMMARY: The Police Business Services Analyst, under general supervision, is responsible for performing critical detailed analysis, validation and reconciliation of all Class B and above criminal cases components for Adult and Juvenile case preparation for submission to the District Attorney’s office in Dallas, Denton and Collin counties for prosecution. Manages complex and non-routine internal and external Open Records Requests (ORR) and tracking all inquiries, complaints, and concerns. Case Filing and criminal records requests Subject Matter Expert (SME), providing support to customers, departmental inquiries, and other City departments. Responsible for researching, collecting, evaluating, and analyzing crime data for the Agency’s National Incident Based Reporting (NIBRS) procedures. Serves as the interim Business Services Supervisor when required and may be designated as the Lead for areas of expertise. Provides input to Business Services training plans, team statistics, software and hardware recommendations, preparation and handling of various tasks and projects as assigned.

ESSENTIAL JOB FUNCTIONS:

- Provides SME support to Business Services personnel regarding Records Management processes and procedures, security, retention, release, case filing guidelines and fulfillment of all criminal record requests
- Coordinates and monitors the tracking of all criminal record requests and case filings throughout the fulfillment lifecycle
- Utilization of the Texas Law Enforcement Telecommunications System (TLETS), National Crime Information Center and Texas Crime Information Center (TCIC/NCIC), Criminal Justice Information Systems, Criminal History Record Information (CHRI) as required for daily task handling of criminal case filing preparation
- Coordinates work with Agency departments and acts as the Agency’s liaison with all governmental agencies and the public regarding criminal records processing, administrative regulations, policies and procedures
- Provides input to department goals and objectives by performing routine in-depth analysis on work group productivity. Analyzes data to recommend productivity improvements, workflow modifications, increased team efficiencies and future fiscal-related requirements
- Reviews and audits the Agency’s crime stats for accuracy and timely submission to DPS via monthly NIBRS export process
- Makes recommendations for technical systems and hardware to ensure accurate, timely and user-friendly usage by the department
- Performs other duties as assigned.
- Adherence to the Richard Miles Act

SUPERVISORY /BUDGET RESPONSIBILITIES:

- May be assigned as Lead for specific Business Services work groups
- Responsible for accurate and timely documentation and metrics supporting recommendations to increase individual and team performance, efficiency, and productivity
- Responsible for criminal records-related training for case filing and all record request types
- Responsible for training and adherence to security standards, procedures and guidelines for handling criminal records

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of Police records management standards, principles, and best practices
- Knowledge of Police criminal records processes and procedures relating to security, creation, storage, retention and release
- Knowledge of Police digital evidence repository
- Knowledge of technology systems administration
- Knowledge of research and analysis methods pertaining to records management
- Skilled in reading, writing and comprehending English
- Skilled in time management as it applies to multi-tasking and dealing with ambiguity
- Skilled in working with large electronic documents
- Skilled in reading, interpreting, applying, and explaining rules, regulations, policies, and procedures for criminal records retention, security, maintenance, and release
- Skilled in preparing clear and concise reports
- Skilled in providing customer service
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of department and organizational goals
- Skilled in operating a computer and related software applications
- Skilled in communicating effectively with a variety of individuals at various levels in the organization and the general public

MINIMUM QUALIFICATIONS:

- High School diploma or GED and any combination of 2 years of experience working in a criminal records environment at a governmental agency
- Ability to establish and maintain good working relationships with other governmental agencies, department segments, and the general public
- Must complete Records Management certification within 1-year and maintain recertification
- Must obtain Criminal Justice Information Systems (CJIS) certification within 6 months and maintain recertification
- Must obtain Texas Publication Information Act Certification within 2 months and attend updated course offerings

PREFERENCES:

- Experience in Public Safety Records Management at a public safety agency
- Knowledge, implementing adherence to the Texas Public Information Act
- Texas Public Information Act Certification
- Knowledge and experience with Texas Department of Public Safety crime records systems' required security protocols and procedures for usage

WORKING CONDITIONS:

- Frequent balancing, reaching, sitting, standing, stooping, kneeling, crouching, walking, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 25 pounds.
- Work is typically performed in a standard office environment

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check
- Must pass polygraph exam
- Must pass psychological exam
- Must complete in its entirety the Police Personal History Questionnaire.