HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Records Quality Assurance Specialist

Job Code: W2789
Pay Grade: WK
Pay Scale: $23.52-$35.97 Hourly; $48,921.60-$74,817.60 Annually
Exempt: No

OVERVIEW

Perform advanced, specialized tasks required to maintain complete and accurate records across multiple platforms.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Audit paper and electronic records from patrol, evidence, and the State Attorney's Office (SAO) to ensure accuracy and compliance.
- Maintain and update the Master Name Index (MNI) by researching Driver and Vehicle Information Database (DAVID) and coordinating with certified personnel to resolve discrepancies.
- Process court orders to expunge and seal records in compliance with legal standards.
- Process administrative expungements and identity theft claims in compliance with legal standards.
- Validate Florida Crime Information Center (FCIC) and National Crime Information Center (NCIC) entries to ensure compliance with agency, Florida Department of Law Enforcement (FDLE), and Federal Bureau of Investigations (FBI) requirements.
- Perform corrections, deletions, and modifications in various law enforcement records and data management systems.
- Review and resolve Department of Highway Safety and Motor Vehicles (DHSMV) traffic crash rejection notifications and ensure timely compliance with subpoenas.
- Generate reports on incomplete or overdue offense reports and communicate findings to affected areas.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Knowledge of agency policies, records management practices, and legal requirements related to data accuracy, court orders to seal and expunge records, and subpoenas.
- Proficiency in systems such as Versadex, MobileForms, DAVID, SAO Case Management, Computer Aided Dispatch (CAD), and Adobe redaction tools.
- Ability to research, identify, and resolve discrepancies using multiple databases and resources.
- Ability to work independently while fostering effective collaboration within a team setting.

SKILLS

- Verbal Communications
- Task Organization
- Multitasking
- Detail-Oriented

- Written Communication

WORKING CONDITIONS

- Work within an office environment within a law enforcement agency.
- Stand/sit at a keyboard or workstation for prolonged periods.
- May engage in light physical exertion (e.g., lifting, carrying, pushing and/or pulling of objects and materials up to 10 pounds).
- Work standard business hours.
- May work non-standard hours including nights, weekends, and holidays.
- In the event of an emergency or disaster, may be required to respond promptly to duties and responsibilities as assigned by management chain, Division/District Commander, or the Sheriff (or their designee). Such assignments may be for before, during or after the emergency/disaster.

MINIMUM EDUCATION & EXPERIENCE

- A high school diploma or possession of a GED certificate.
- Three years of clerical experience.

OR

- An associate's degree from an accredited institution of higher education.
- Two years of clerical experience.

REQUIRED PRE-EMPLOYMENT TESTING

- Completion of pre-employment testing.

REQUIRED POST-EMPLOYMENT TESTING

- Completion of Florida Crime Information Center (FCIC), National Crime Information Center (NCIC), Criminal Justice Information System (CJIS), and Health Insurance Portability and Accountability Act (HIPAA) certifications, to be obtained within six months of appointment.

ADDITIONAL JOB REQUIREMENTS

- Attendance at the specified Sheriff's Office work location is required.
- Depending on assignment, employees may be required to possess a valid Florida Driver License at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No visible tattoos on face, head, and neck. Tattoos determined to take away from the professional appearance of the Sheriff’s Office must be covered with an appropriate white, black, or neutral covering.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months. No marijuana use within the last 12 months.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- No dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a background investigation including criminal, reference, employment, and neighborhood checks; polygraph; medical evaluation; and drug screening.
- Live within Hillsborough County or within Citrus, Hardee, Hernando, Lake, Manatee, Pasco, Pinellas, Polk, Sarasota, or Sumter County as long as the residence is located within the 60-mile parameter of Falkenburg Road Jail at the time of appointment/employment (certified only).

The duties and responsibilities on this job description represent the essential functions that an

employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodations shall be made upon request to enable employees with disabilities to perform the essential functions of their job, absent undue agency hardship. The Sheriff's Office retains the right to change or assign other duties to this job as necessary.