

FINGERPRINT ASSISTANT

DEFINITION

Under the direction of an assigned Human Resources administrator, operate electronic fingerprint equipment to assure accurate criminal background checking of applicants for employment; prepare, maintain and process related forms, applications and records.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management and supervisory personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This entry-level classification is responsible for independently performing clerical duties in support of the Personnel Services department. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Operate electronic fingerprint equipment to assure accurate criminal background checking of applicants for employment; fingerprint applicants according to established procedures; process fingerprints and applicant information and forward to the Department of Justice (DOJ); retrieve clearance report from the DOJ; maintain confidentiality of sensitive information.
- Greet visitors, explain fingerprinting process, distribute appropriate paperwork and assist applicants with completing required forms and applications.
- Verify and input applicant information into an assigned computer system; maintain automated records.
- Communicate with personnel and the Department of Justice to exchange information and resolve issues or concerns.
- Receive faxes, telephone calls and messages for fingerprinting appointments; schedule fingerprinting activities.
- Establish and maintain records and files related to assigned activities; prepare monthly DOJ invoice report and submit to appropriate supervisor; prepare data for invoicing outside agencies.
- Prepare assigned financial reports; maintain journal transfer report; receive and process fingerprinting fees according to established procedures; maintain daily cash report.

- Operate standard office equipment including a computer and assigned software; calibrate electronic fingerprint equipment according to established time lines.
- Load fingerprinting equipment and travel to school districts within San Mateo County to provide fingerprinting services as needed.
- Serve as backup receptionist as needed and perform a variety of clerical activities in support of the office.
- Input, update, compile, and verify data in assigned computer systems; review information for accuracy and completeness; maintain related electronic records.

OTHER DUTIES:

- Perform related duties as assigned.

QUALIFICATIONS

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade; and
- One (1) year of general clerical experience.

Licenses and Certifications:

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- This position may require employees to travel locally, and specifically, employees must be able get themselves to different locations during their workday. Employees will be responsible for ensuring that they can timely move between locations during their workday either via driving themselves with a valid driver's license or using other modes of transportation, including a ride hailing service, taking a taxi, carpooling, bicycling, etc..
- Valid certification issued by the State of California to perform fingerprinting activities.

Knowledge of:

Modern office practices, procedures and equipment.

Oral and written communications skills.

Operation of standard office equipment including a computer and assigned software.

Interpersonal skills using tact, patience and courtesy.

Record-keeping techniques.

Ability to:

Learn to operate electronic fingerprint equipment.

Prepare, maintain and process related forms, applications and records.

Interpret, apply and explain policies, procedures, rules and regulations.

Learn organizational operations, policies and objectives.

Communicate effectively both orally and in writing.

Operate standard office equipment including a computer and assigned software.

Type or input data at an acceptable rate of speed.

Establish and maintain cooperative and effective working relationships with others.

Maintain records and files.

Maintain confidentiality of sensitive information.

PHYSICAL DEMANDS

Positions in this classification frequently bend, stoop, kneel, reach, push, and pull.

Employees must possess the ability to lift, carry, push, and pull materials and objects up to 30 pounds with the use of proper equipment.

Hearing and speaking to exchange information in person and on the telephone.

Dexterity of hands and fingers to operate fingerprint equipment.

Seeing to read a variety of materials.

Standing for extended periods of time.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.