

**MONTGOMERY COUNTY GOVERNMENT  
ROCKVILLE, MARYLAND  
CLASS SPECIFICATION**

**Code No. 003259  
Grade 14**

**INTAKE PROCESSING AIDE**

**DEFINITION OF CLASS:**

This is specialized administrative support work that occurs, onsite, in the Central Processing Unit (CPU) of the Department of Correction and Rehabilitation (DCR) and pertains to the processing of persons arrested and/or detained.

Employees in this class facilitate the arrest booking process by obtaining, verifying, and documenting pertinent information concerning arrestees and detainees; and, preparing or assisting law enforcement officers in preparing criminal arrest and related reports, records, and notifications. Personal contacts include arrestees, police officers, correctional officers, court commissioners, attorneys, bail bondsmen, law enforcement officers from other jurisdictions, intake processing staff from other jurisdictions, and the general public. The purpose of contacts is to exchange information and provide assistance that facilitates the arrest booking process. Personal assistance is provided on request to individual members of the general public requesting information concerning such matters as the status of arrestees, bond status and amount, location of towed vehicles, arrest warrant information, and general CPU procedures and requirements.

Employees in this class apply knowledge of a variety of steps and procedures as well as the terminology, codes, and documents associated with the arrest booking process carried out in the CPU. The work requires skill and ability in accessing and processing specific data and transactions and/or assisting others involved in the arrest booking process and in processing specific data with various County, State and Federal database systems (i.e., ABS, NCIC, MILES, WARS, and CJIS). Employees independently carry out their daily, ongoing duties in accordance with training, instructions, and established procedures. They are expected to resolve recurring problems encountered in the arrest booking process such as accessing, assessing, and cross-referencing data from multiple sources to determine the accurate identification and criminal history of an arrestee who submits a false name and/or has multiple aliases. Final work products are reviewed by the supervisor for completeness and conformity to established policies and procedures. A variety of specific guidelines and manuals are available to guide the work (i.e., standard CPU operating procedures, police field report manual, procedures associated with accessing data and navigating through multiple database systems, arrest booking processes, established record-keeping requirements and security measures). Employees use judgment to locate and select the appropriate guidelines and procedures that apply to various aspects of the arrest booking process. The work is made complex by the number and variety of actions to be taken to support the arrest booking process which includes obtaining, processing, and recording criminal arrest data; accessing, cross-referencing, and verifying criminal history databases; and making accurate, timely notifications to appropriate personnel inside and outside of CPU concerning significant data such as outstanding criminal warrants and other citations. The purpose of the work is to assist law enforcement officers in the initial processing/intake of arrestees by providing and/or recording arrest data as well as pertinent information concerning arrest processing procedures and requirements which contribute to the accuracy, reliability, timeliness, and acceptability of further processing/recordkeeping.

Employees in this class work inside a correctional facility at work stations that are located in close proximity to arrestees who are in the care and custody of correctional officers while being processed in CPU but may exhibit agitated, aggressive, unpredictable, and/or violent behavior. The employees work is primarily sedentary; however there are regular but unpredictable periods of peak volume when the large number of arrestees coming into CPU requires the employees to operate/navigate the database systems and view/access data from the computer screen with speed and accuracy for extended periods in order to complete the “booking” process and maintain the flow of arrestees through the CPU. Employees in this class are subject to shift and week-end work assignments.

**EXAMPLES OF DUTIES: (Illustrative Only)**

- Processes criminal arrest data and related reports for the Central Processing Unit (CPU) of the Montgomery County Detention Center of DCR; utilizes the automated State Arrest Booking System.
- Obtains pertinent information such as offender associated identification numbers, accurate event and classification codes, and charging documents to complete arrest reports and fingerprint cards.
- Translates criminal charges into the Police Department’s language using the Uniform Crime Report (UCR) coding system.
- Conducts identification and criminal history records investigations on each arrestee using various criminal justice databases including NCIC, MILES, and CJIS.
- Accesses computer systems to obtain information on open warrants and citations.
- Identifies Fugitives from Justice and arranges for pick-up by the requesting law enforcement agency.
- Responds to routine requests for information from arrestees, attorneys, counselors, Bail Bondsmen, and members of the general public; provides information and assistance, as appropriate.
- Responds to inquiries from law enforcement officers; assists with accessing fingerprint cards and patterns for identification purposes, provides assistance with positive identification of arrestees, prints out arrest data and automated photographs, researches past arrest records, explains CPU regulations, policies, and procedures regarding arrest processing.
- Responds to inquiries from the District Court Commissioners by providing rap sheets, verifying identification, providing criminal history reports of arrestees, providing arrestee associated identification numbers, interpreting criminal history reports and other relevant documents of arrested offenders, and providing outstanding criminal warrants and charging documents.
- Maintains records of all arrests in Montgomery County including criminal charges, some traffic offenses, and some civil actions.
- Enters data, reviews codes, updates information in manual and/or automated systems in order to maintain current arrest records; initiates corrective actions as necessary to ensure accuracy and completeness.
- Sends, receives, and confirms receipt of various forms of documentation (e.g., warrants, detainers, FBI fingerprint cards, etc.).
- Researches and locates arrest reports for use by law enforcement officers, correctional staff, Court Commissioners, and other authorized personnel, as requested.
- Performs related duties as required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of and ability to apply numerous, varied, routine procedures, methods, and forms associated with transaction processing.
- Knowledge of the basic requirements, procedures, regulations, and forms associated with the work of the Central Processing Unit of the Montgomery County Detention Center or the ability to acquire such

knowledge rapidly, as it pertains to the work assignment.

- Knowledge of and skill in accessing and utilizing various criminal justice computer database networks; and, applying computer entry, cross-referencing, and retrieval techniques.
- Knowledge of the criminal justice system including terminology, codes, documents, and processes related to arrest booking.
- Knowledge of DCR standard operating policies and procedures as needed to meet required correctional standards and practices.
- Familiarity with the Police Department's policies and procedures related to records and warrants to obtain correct information and applicable charging documents.
- Ability to process information with a high degree of accuracy and conduct complete and accurate file searches.
- Ability to maintain confidentiality of information processes.
- Ability to communicate effectively in English, both verbally and in writing and to exercise good judgment, courtesy and tact in dealing with the public.
- Ability to establish and maintain effective working relationships in order to obtain and/or relay critical information on arrestees to law enforcement personnel.
- Ability to work independently on multiple and various office tasks.
- Ability to maintain multiple records and/or files.
- Ability to meet time sensitive deadlines and/or demands.

**MINIMUM QUALIFICATIONS:**

**Experience:** Two (2) years of office support or law enforcement-related work.

**Education:** Graduation from high school or High School Certificate completion recognized in the State of Maryland.

**Equivalency:** An equivalent combination of education and work experience may be substituted.

**LICENSE:** None.

**PROBATIONARY PERIOD:**

Individuals appointed to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

**MEDICAL EXAM PROTOCOL:** Core Exam with a Drug/ Alcohol Screen.

**Class Established:** January, 2007

**Revised:** April, 2010

August, 2013

October, 2014