

**New York State Department of Civil Service**  
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

**Occ. Code 1719100**

<b>Operations Specialist 1 (State Police), Grade 11</b>	<b>1719100</b>
<b>Operations Specialist 2 (State Police), Grade 14</b>	<b>1719200</b>
<b>Operations Specialist 3 (State Police), Grade 18</b>	<b>1719300</b>

Brief Description of Class Series

Operations Specialists (State Police) perform various technical activities that require an in-depth understanding of the laws, rules, and regulations that govern area of assignment. These positions are assigned to support specialized operational law enforcement functions.

These positions are classified only at the New York State Division of State Police.

Distinguishing Characteristics

*Operations Specialist 1 (State Police):* non-competitive; performs technical activities to support assigned law enforcement function.

*Operations Specialist 2 (State Police):* non-competitive; supervises Operations Specialists 1 (State Police); performs the more difficult activities to support specialized law enforcement functions.

*Operations Specialist 3 (State Police):* non-competitive; functions as an administrative supervisor over Operations Specialists 2 (State Police) and oversees daily activities of teams of Operations Specialists (State Police).

Illustrative Duties

*Operations Specialist 1 (State Police)*

When assigned to the National Instant Criminal Background Check System (NICS) unit,

- Provides timely determinations on a person's eligibility to purchase firearms and/or ammunition.

- Verifies and validates documents received.
- Conducts research on firearms and ammunition.
- Reviews transactions marked for processing, and performs necessary follow-up action on NICS transactions as required by law.
- Processes incoming appeal requests.
- Validates submitted appeal disposition documentation for accuracy.
- Completes necessary document clean-up of existing records to update or purge as needed.
- Enters ammunition sales registrations.

When assigned to the Central Records Bureau,

- Conducts research and retrieves responsive records for FOIL requests and other requests for release of records.
- Reviews and redacts documents as necessary.
- Makes determinations on the release of records and responsive records to requestors.
- Develops and maintains working knowledge of the laws and policies necessary to determine releasability of records.
- Exercises legal and procedural judgement to independently determine the appropriate disclosure of records.
- Performs searches using Division databases, applications and gathers records.
- Identifies associated FOIL requests based on requestor and/or records sought.
- Reviews requests, records, supporting documents, and prepares responses for release.
- Coordinates and prioritizes workflow to ensure timely responses to all requests.
- Manages, organizes, and purges records based on retention guidelines.

When assigned to the Pistol Permit Bureau,

- Performs research to confirm or deny active permits and registration, and prepare documentation.
- Maintains case notes and files.
- Prepares data and notification letters for submission to counties.
- Prepares written requests to counties and permit holders for status updates.
- Analyzes and reconciles information in the Recertification database.
- Manages requests for gun traces and pistol permit inquiries.
- Enters and processes lost and stole firearms.
- Communicates with counties licensing authorities regarding recertifications and pistol permit records.

*Operations Specialist 2 (State Police)*

May perform any of the duties of an Operations Specialist 1 (State Police).

Supervises and trains staff; performs the full-range of supervisory responsibilities including performance evaluations, and approving timesheets.

Evaluates existing procedures and processes and provides recommendations for changes.

When assigned to the NICS unit,

- Reviews records prepared by staff for accuracy prior to processing.
- Conducts verifications of specific identifiers and updates contacts and agency information.
- May be required to testify at Administrative Hearings.

When assigned to the Body Worn Camera (BWC) unit,

- Reviews requests and approves drafted letter of release within five days of receipt.
- Understands and applies specific laws and policy sections that determine records releasability.

- Performs searches using specialized programs and gathers records to respond to FOIL requests.
- Reviews and redacts body worn camera footage as necessary.
- Identifies and retrieves responsive records.
- Compiles statistical data on unit activities.

When assigned to the Central Records Bureau,

- Reviews records prepared by staff for accuracy prior to processing.
- Provides analysis and review of determinations made on the release of records.
- Reviews appeals from Division Counsel that require modification or remand.

When assigned to the Pistol Permit Bureau,

- Prepares, reviews, and processes correspondence for Involuntary Mental Hygiene Law, Assault Weapon Registration, or Recertification cases.
- Maintains statistics and prepares performance reports.
- Reviews and processes cases.

*Operations Specialist 3 (State Police)*

May perform any of the duties of an Operations Specialist 1 or 2 (State Police).

Establishes work priorities and adjusts assignments as needed to meet performance goals.

Reviews staff work to ensure quality standards are met.

Reviews and revises procedures as necessary.

When assigned to the NICS unit,

- Oversees staff providing timely determinations of a person's eligibility to purchase firearms and/or ammunition.
- Performs statistical analysis on NICS unit workload and reports findings to sworn personnel.

- Handles the most complex background check inquiries by reaching out to local, State, and federal agencies.
- Keeps updated on changing laws, rules, and regulations as it applies to the functions of the NICS unit.

### Minimum Qualifications

#### *Operations Specialist 1 (State Police)*

Non-Competitive: sixty semester credit hours of college study; or two years of experience gathering, comparing, and analyzing records for the purpose of making determinations.

#### *Operations Specialist 2 (State Police)*

Promotion: one year of service as an Operations Specialist 1 (State Police).

#### *Operations Specialist 3 (State Police)*

Promotion: one year of service as an Operations Specialist 2 (State Police).

**Note:** Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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