



POLICE RECORDS SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, and reviews the work of police records staff within the Police Department; supervises, plans, and coordinates a comprehensive records management program, including records maintenance, processing, and distribution; ensures that functions meet all applicable laws, regulations, and City policies; coordinates, monitors, and provides technical input for assigned records management related projects and programs; provides responsible technical assistance to the Support Services Manager; performs a variety of technical tasks relative to the assigned functional area; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Support Services Manager. Exercises direct and general supervision over technical and administrative staff.

DISTINGUISHING CHARACTERISTICS

This is a single position working supervisory classification in the Police Records Clerk series. Incumbents are responsible for planning, organizing, reviewing, and evaluating the work of non-sworn technical and administrative police support staff. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Support Services Manager in that the latter has full management responsibility for all records management operations and related programs and functions of the Police Department.

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.

- Plans, organizes, assigns, supervises, and reviews the work of staff in the police records unit responsible for all police records maintenance, processing, and distribution services.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, including standard operating procedures for assigned shift.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Trains staff in work procedures and in the operation and use of equipment; implements procedures and standards.
- Serves as the Agency California Law Enforcement Telecommunications System (CLETS) coordinator.
- Provides general information to the public regarding department policies, procedures, and regulations, including responding appropriately to complaints, requests for information, and requests for service in person and by telephone; processes fee payments and other financial transactions.
- Inspects work in progress and completed work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
- Oversees and participates in assembling and compiling information for a variety of departmental, State

mandated, and statistical reports, including verifying accuracy and completion of reports and maintaining files.

- Develops, coordinates, and implements a variety of community events and charity drives to promote the department's commitment to community policing principles.
- Identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Determines and recommends equipment, materials, and staffing needs for assigned activities; orders, monitors, and controls supplies and equipment; prepares documents for equipment procurement; maintains a variety of records and prepares routine reports of work performance.
- Supervises the use of records management systems and equipment; ensures that systems and equipment are properly operated, maintained, and secured when not in use; oversees and schedules the service, repair, and replacement of systems and equipment as needed.
- Oversees the maintenance, update, and disposal of records according to established policies and procedures, including indexing a wide variety of violations and notifications, tracking and filing reports, and redacting confidential information when required; purges records and files as required.
- Performs the most complex records maintenance, processing, and distribution and front counter customer service duties and provides technical assistance to assigned shifts.
- Coordinates assigned services and activities with other divisions and outside agencies.
- Provides staff assistance to the Support Services Manager; prepares and presents staff reports and other necessary correspondence; ensures the proper documentation of activities.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Performs other related duties as assigned.

JOB-RELATED QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Functions, principles, and practices of law enforcement agencies.
- Techniques for records management, including records disbursement procedures.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- California Law Enforcement Telecommunications System (CLETS).
- Business letter writing and the standard format for reports and correspondence.
- Business arithmetic and basic statistical techniques.
- Record keeping principles and procedures.
- Principles and practices of data collection and report preparation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed

- effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
 - Organize, implement, and direct police records management and customer service activities.
 - Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solution.
 - Perform the most difficult police records management and customer service duties and operate related records system databases properly and effectively.
 - Prepare clear and concise reports, correspondence, procedures, and other written materials.
 - Maintain accurate records and files of work performed.
 - Make accurate arithmetic, financial, and statistical computations.
 - Establish and maintain a variety of manual and computerized record keeping systems.
 - Understand, interpret, explain, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
 - Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
 - Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
 - Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
 - Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
 - Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
 - Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

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 an associate degree in business administration, computer science, or a related field and five (5) years of progressively responsible clerical or administrative support experience in a law enforcement environment.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.
- Possession of a valid CLETS (California Law Enforcement Telecommunication System) certification.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

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 departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.