



POLICE RECORDS SUPERVISOR

DEFINITION

Under direction, plans, schedules, assigns, reviews and supervises the work of police records staff within the Police Department's Records Bureau including arrests, booking and criminal history records; 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 complex staff assistance to management staff in areas of expertise; serves as the Police Department's custodian of records, and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Administrative Division Police Captain. Exercises direct supervision over technical and administrative staff.

CLASS CHARACTERISTICS

This is the first level supervisory-level classification in the Police Records series that exercises independent judgment on diverse and specialized police records management activities with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of staff and for providing technical support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

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 police records staff in the Police Department; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of the police records work unit; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Coordinates assigned services and operations with those of other divisions and outside agencies.
- Participates in the annual budget preparation; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures.

- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, and files; ensures the proper documentation of operations and activities.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies; recommends corrective actions to resolve issues.
- 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 staff; manages the release of property and verifies police records and related information to the public and to other public agencies in accordance with established regulations.
- Supervises the preparation of documents for court, retrieves and prepares subpoenas for records and process records sealing.
- 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.
- Maintains files, databases, and records related to police records; prepares a variety of written reports, memoranda, and correspondence responds to public records act requests.
- Attends City, County and other meetings as required.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

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.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Legal obligations with respect to the release of data and reports.
- Operational characteristics of automated records management systems (RMS).
- Basic principles and practices of budget administration and monitoring.
- Principles, practices, methods, and techniques of law enforcement agencies.
- Police terminology and law enforcement codes.
- Principles, practices, methods, and techniques of records management, including records disbursement procedures.
- Business letter writing and the standard format for reports and correspondence.
- Business arithmetic and basic statistical techniques.
- Principles and practices of data collection and report preparation.

- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most difficult police records management and customer service duties and operate related records system databases properly and effectively.
- Organize, implement, and direct police records management and customer service activities.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Make accurate arithmetic, financial, and statistical computations.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials; maintain accurate logs, records, and written records of work performed.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, 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.
- 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 completion of the twelfth (12th) grade and three (3) years of increasingly responsible work experience involving the processing, retention, and release of Police records.

Licenses and Certifications:

- Possession of a valid California Driver's License, and a good driving record, to be maintained throughout employment.
- Possession of a Peace Officer Standards and Trainings (POST) Police Records certificate.
- Possession of a POST Records Supervisor certificate and completion of the POST Public Records Act course within a prescribed period of time following employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be 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 occasionally bend, stoop, kneel, reach, 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.

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.

WORKING CONDITIONS

Incumbents may work unusual hours, rotating shifts, evening, night, weekend, and holiday shifts.