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Police Records Supervisor

DEFINITION

Plans, organizes, and supervises Records Unit operations within the police department; provides training and direction in the input and retrieval of law enforcement data in local, State, and Federal law enforcement database systems; and performs a variety of technical tasks relative to assigned area of responsibility.

EXAMPLES OF DUTIES

This first line supervisor classification is characterized by the responsibility to plan, organize, and supervise Police Records staff engaged in the processing of police reports and warrants, the accessing of law enforcement information networks, the preparation of records and court packets for prosecution, and reception of the general public. This class is distinguished from the Police Office Assistant series by the specialized knowledge of police records operations, including the knowledge of statutes governing confidentiality of police records and liability involved; and law enforcement information systems. Employees at this level 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. Receives direction from the assigned manager and exercises direct supervision over assigned clerical personnel including Police Office Assistants and/or Police Cadets.

- Recommends and assists in the implementation of goals and objectives.
- Implements policies and procedures.
- Recommends improvements and modifications based upon best practices.
- Prepares various reports on operations and activities.
- Participates in the selection of staff.
- Plans, prioritizes, assigns, supervises and reviews work of staff involved in police records.
- Trains department staff in work procedures and in the use and capabilities of various computer database systems.
- Prepares work schedules.
- Maintains attendance records.
- Approves time-off/leave/overtime.
- Evaluates staff.
- Works with employees to correct deficiencies.
- Implements discipline procedures.
- Prepares and completes statistical reports (UCR) to (DOJ).
- Ensures confidentiality of information is maintained according to applicable laws, rules, regulations, and administrative orders.

- Seals and purges adult records in compliance with court orders and State statutes.
- Complies and prepares crime statistic reports.
- Conducts periodic quality control of document input and ensure procedures are followed.
- Performs basic police record clerk duties as needed.
- Answers questions and provides information to the public, visitors, outside agencies and staff.
- Investigates procedural complaints and recommends corrective action as necessary to resolve complaints.
- May be assigned special projects such as writing procedural directives, conducting training including NCIC/CLETS, orientation for new officers/employees and other specialized subjects.
- Builds and maintains positive working relationships with co-workers, other city employees and the public using principals of good customer service.
- Releases police reports and criminal record information in accordance with regulations and procedures.
- May testify in court.
- Other duties as assigned.

QUALIFICATIONS

Knowledge Of:

Principles of supervision, training and performance evaluations. Applicable laws, rules, and regulations relating to law enforcement records; law enforcement codes and terminology; law enforcement database applications; criminal justice system terminology and proceedings; English usage, spelling, grammar and punctuation; modern office management practices and methods; computer equipment, and computer software applicable to assignment.

Ability To:

Supervise, train and evaluate assigned staff; oversee, organize and coordinate data; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff; review documents related to department operations; recognize and correct input errors; maintain the confidentiality of information as prescribed by law; on a continuous basis, sit at desk for long periods of time; intermittently twist and reach office equipment; write and/or use keyboard to communicate through written means; operate a variety of office equipment such as a calculator, computer and related software applicable to assignment; know and understand all aspects of the job; analyze work papers, reports and special projects; observe, identify, and problem solve operational and technical policy and procedures; work independently and effectively with others in a team environment; exercise initiative; multi-task; type at a speed necessary for successful job performance; lift or carry light to moderate heavy items; develop and recommend policies and procedures related to assigned operations; process upsetting or offensive information including graphic photographs; establish and maintain effective working relationships with those contacted in the course of work; work with various cultural and ethnic groups in a tactful and effective manner; communicate clearly and concisely, both orally and in writing.

EXPERIENCE/ LICENSE

Any combination of education and/or experience that has provided the knowledge and skills necessary to satisfactory job performance would be qualifying. A typical qualifying background would include: completion of the twelfth grade or equivalent and four years of police records experience.

Possession of, or ability to obtain by time of appointment, a valid California driver's license. Must successfully pass a detailed background investigation. Must be able to work a variety of shifts, some weekends and holidays.

Physical and Environmental Demands

Must have visual acuity to read fine print, charts, graphs, maps, and discern color coding of Computer Aided Dispatch (CAD) system; hear well enough to discern radio and telephone transmissions, and to understand people with moderate to heavy accents; hear well enough to detect languages in order to enlist the aid of a translator; hear well enough to understand emotionally distressed individuals requiring assistance; speak in a clear and discerning voice so as to be understood over telephone and in person; mobility sufficient to move about the records section work space as well as other areas of the police department and city offices; use of hands and fingers to write, operate computer keyboards and other office equipment; stamina to sit for long periods of time; endurance to work long work hours as required.

50 pound lifting requirement.