

POLICE RECORDS SUPERVISOR

DEFINITION

Under general supervision, performs a variety of complex activities in administering non-sworn police support services and programs for the City's Police Services Department; provides comprehensive staff support on a wide variety of law enforcement programs, projects, and services; responds to public requests; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Chief of Police. Exercises supervision and direction of the Parking Enforcement staff.

CLASS CHARACTERISTICS

This is a non-sworn classification within the Police Services Department. Incumbents perform various administrative duties in support of non-hazardous law enforcement and designated program activities, and are responsible for providing administrative-level support to the assigned management staff in a variety of areas. This classification is distinguished from the non-sworn Police Services Officer/CSI in that the latter performs duties related to crime scene investigation requiring specialized knowledge in evidence identification, documentation, collection and preservation. The incumbent performs a number of duties within the assigned programs which require discretion, initiative and independent judgment.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.

- Provides comprehensive non-sworn staff support to the Police Services Department on a wide variety of programs, projects, and services.
- Plans, organizes, assigns, supervises, and reviews the work of Parking Enforcement staff in the Police Services Department; trains Parking Enforcement Officers and interns in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Administers the Crossing Guard contract; supervises the contract crossing guard employees; serves as liaison between department, public and schools.
- Manages the Parking Enforcement Officer training program; develops program, and training materials.
- Takes information from the public regarding thefts, accidents, lost and found property, and other incidents that do not require the presence of a sworn law enforcement officer at the scene; completes standard police reports for review by staff supervisors or sworn supervisory staff.

- Enforces parking ordinances and the City's Abandoned Vehicle Abatement Program, issues parking citations; follows-up on complaints regarding abandoned or illegally parked vehicles; issues citations and arranges for the towing or other abatement measures.
- Enforces and ensures compliance with a variety of Federal, State, and local laws, codes, and regulations related to nuisance abatement; writes warnings and citations as necessary; schedules follow-up inspections.
- Serves as a liaison for with other City departments, divisions, and outside agencies; attends meetings, as necessary; participates on a variety of boards, commissions, committees, and task forces, including the Crime Prevention Commission, and Emergency Preparedness Commission; attends and participates in professional groups and committees; stays abreast of new trends and innovations.
- Interprets Federal, State, and local legislation, policies, laws, codes, and regulations; researches, analyzes, and coordinates their application to the City's operations; educates the public on laws and regulations related to municipal code violations.
- Provides initial non-emergency contact with the public and representatives of other agencies requesting police records or related services at a public counter or over the telephone; determines the nature of the contact; provides factual information regarding services, policies, and procedures or directs the caller to the proper individual or agency.
- Directs police records preparation, processing and file management activities.
- Maintains accurate departmental and law enforcement records and files; researches and compiles information from such files.
- Maintains security of police records ensuring that information is released in accordance with related laws and department policies.
- Serves as liaison to other law enforcement agencies with regard to records related inquiries.
- Assists in preparation of Police Services Department annual budget; provides reporting on parking citation revenues;
- Prepares and processes a variety of reports and records and follows established formats, distributes to the proper individual or agency, files reports, and maintains automated or manual logs of departmental actions.
- Directs traffic at crash, crime, and/or congestion scenes.
- May operate the LiveScan fingerprinting for prospective employees and the general public; maintain the LiveScan machine; acts as liaison with the Department of Justice to remain abreast of updates and training.
- Performs required research in order to locate information for police use, including gathering available information on wanted and paroled persons, and property owners as necessary.
- 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.
- Basic functions, principles, and practices of law enforcement agencies including crime scene investigations, Uniformed Crime Reporting (UCR), subpoena processing, restraining orders and evidence retention practices and regulations.
- Applicable Federal, State, and local laws, codes, ordinances, and departmental rules and regulations.

- Legislative activities of Federal, State, and local governments.
- Activities and programs of the City's Police Department.
- Principles and practices of records management specifically as they relate to police records.
- Business letter writing and the standard format for correspondence and reports.
- Business arithmetic.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone, often when relations may be confrontational or stressed.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

Ability to:

- Obtain necessary information from individuals in stressful or emergency situations.
- Learn, interpret, apply, explain, and ensure compliance with Federal, State, and local policies and procedures, laws, codes, regulations, and ordinances.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action.
- Perform technical, detailed, and responsible office support work.
- Operate radio communication equipment.
- Compose correspondence independently or from brief instructions.
- Compile and summarize information to prepare clear and accurate reports.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Understand and carry out oral and written instructions.
- Organize own work, set priorities and meet critical time deadlines.
- Make sound, independent decisions within established policy and procedural guidelines.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- 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:

High school diploma or equivalent and five (5) years of experience in a basic law enforcement environment.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; must possess the mobility and physical strength and stamina to respond to emergency situations and accidents; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone or radio. The job involves fieldwork requiring frequent walking on uneven terrain, climbing and descending structures to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate police services equipment. Positions in this classification frequently bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

ENVIRONMENTAL ELEMENTS

Employees work indoors and outdoors, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work a varied schedule of hours, which may include evenings, and/or weekends.

Must pass background check.

An occupational medical pre-employment physical exam is required.