

POLICE RECORDS SUPERVISOR

DEFINITION

Under general supervision, performs a variety of general administrative, clerical, and customer service duties involved in coordinating office administrative and secretarial support for the Police Department; maintains, processes, and distributes Police records, including serving as a call-taker, front desk customer service, and assisting in dispatching units; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Police Chief. Exercises technical and functional direction and training to assigned staff.

CLASS CHARACTERISTICS

This is an advanced-journey level administrative classification that performs a wide variety of specialized technical and administrative support work for the Police Department. Responsibilities include coordinating the office administrative work for the Department by performing technical assistance to ensure efficient service provision. Incumbents develop and administer records management policies, procedures, and systems, respond to questions from other staff, the public, and other agencies. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, as well as performing various research functions for Department staff. This class is distinguished from the Administrative Secretary in that it is responsible for the accurate handling of Police records, and provides technical and functional direction and training to lower level staff.

EXAMPLES OF ESSENTIAL 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.

- Supervises, oversees, and ensures that the office administrative functions of the department to which assigned are effectively carried out; plans, schedules, assigns, reviews, and evaluates the work of assigned non-sworn records and office support staff within the department; schedules and coordinates trainings for all department personnel.
- Provides initial non-emergency contact to the public and representatives of other agencies for the department at a public counter or over the telephone; determines the nature of the contact; provides factual information regarding services, policies, and procedures, which requires a knowledge of legal guidelines, departmental policies, and procedures, or directs the caller to the proper individual or agency; dispatches officer(s) to the scene as appropriate.
- Enters data from a variety of police reports into established law enforcement automated systems and other formats and computer systems; checks computations prior to entry and prepares reports using computerized data; has access to confidential and/or restricted records and files; provides computer support to department staff.
- Maintains and updates records according to established policies and procedures, including indexing a wide variety of violations and notifications, tracking and filing reports, and blanking out confidential information when required.

- Performs a variety of customer services functions applicable to records maintenance, retention, and release, including receiving, responding to, and entering requests for police reports and safekeeping of property, collecting fees, issuing visitor badges, and screening and forwarding telephone calls.
- Conducts statistical research and prepares a variety of special and recurring statistical reports for the Chief, Lieutenant, Sergeants, the Department of Justice, and various County, State, and Federal agencies.
- Processes registrants for sex, drug, arson, and violent predator crimes, including gathering all necessary paperwork and information, verifying identity and familiarity with current rules and regulations, and updating files as required.
- Provides general information regarding department policies, procedures, and regulations, including responding appropriately to complaints, requests for information, and requests for service in person and by telephone, forwarding written complaints against personnel, and coordinating work with other City departments.
- Performs a variety of reception, administrative support, and clerical duties, including answering and directing telephone calls and calls for service; preparing and balancing cash receipts journal; distributing incoming mail; receiving and processing payments or notices of non-payment; processing restraining orders; transcribing taped statements by officers, witnesses, suspects, and victims; sorting, filing, copying, and distributing a variety of documents; maintaining a variety of filing systems; and participating in the registration of a variety of services.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, ordering and coordinating supply orders, preparing contracts and agreements, arranging for equipment purchase and maintenance, attending meetings, and serving on various task forces and committees.
- Computes payroll for all Police Department personnel as assigned, including compiling time cards, tracking absences and overtime requests, processing civil subpoena refunds or billings for officer services.
- Collects and prepares documents for all arrests and citations; forwards documents to appropriate department, division, and court; indexes a wide variety of violations and notifications; compiles and distributes complaints, booking information, fingerprint cards, photographs, and other law enforcement reports.
- Receives, records, and distributes service subpoenas, including receiving information for cancellation of court appearance, tracking subpoenas to ensure they have been served or canceled, and replying to court as needed.
- Assists in dispatching units using the computer-aided dispatch system.
- Responds to questions and comments from the public in a courteous and timely manner; responds to inquiries from other agencies asking for information, assistance, and technical knowledge.
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic functions, principles and practices of law enforcement agencies.
- Applicable Federal, State, and local codes, regulations, policies, technical processes and procedures, including Police Department policies and procedures, the California Vehicle Code, Penal Code, Welfare and Institutions Code, Health and Welfare code, and the Municipal Code.
- Techniques, methods, and processes of record management and retrieval.
- Standard office practices and procedures, including filing and the use of standard office equipment.
- Business arithmetic and basic statistical techniques.
- Terminology and procedures used in public safety dispatching.

- Computer applications related to the work, including data tracking, word processing, and basic spreadsheet applications.
- Modern office practices, methods, and computer equipment.
- 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.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

Ability to:

- Read, interpret, apply, and explain complex laws, rules, policies, codes, and procedures.
- Organize, research, and maintain technical and administrative files.
- Enter data into a computer system and prepare written materials with sufficient speed and accuracy to perform the work.
- Make accurate arithmetic and statistical calculations.
- File and maintain automated and hardcopy records with speed and accuracy.
- Organize own work, set priorities, and meet critical deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain 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 the completion of the twelfth (12th) grade and four (4) years of experience in clerical and customer support duties or in the maintenance, processing, and distribution of Police records.

License:

- Valid California class C driver's license with satisfactory driving record.

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, typewriter 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 necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

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 infected with communicable diseases.