



JOB TITLE: Records Supervisor **DATE APPROVED:** August 2014
DEPARTMENT: Police Department **SUPERSEDES:** Records and Property Supervisor 2000
REPORTS TO: Administrative Services Deputy Chief
SUPERVISION: Police Clerk I and II, Live Scan Technician
EMPLOYEE UNIT: Mid-Management
FLSA: Exempt

JOB SUMMARY: Under general direction, the Records Supervisor is responsible for managing all traditional law enforcement records processes, parking citation systems and acts as liaison for the Department’s computer systems with vendors and other criminal justice agencies. The Records Supervisor independently identifies problems and issues in each major responsibility, recommends and executes solutions; and, possesses outstanding communication and conflict resolution skills in dealing with hostile, emotional and angry people.

DISTINGUISHING CHARACTERISTICS:

This is a non-peace officer class with responsibility for the Records Bureau. The Records Supervisor handles a broad range of confidential and sensitive records, maintains the integrity and security of civil and criminal records. The Records Supervisor is distinguished from the Police Clerk I and II class by having the responsibility of directing the work of others, training staff and performing more complex and difficult assignments.

SUPERVISION RECEIVED AND EXERCISED:

- Receives supervision from the Administrative Services Deputy Chief
- Supervises Police Clerks I and II
- Supervises Live Scan Technician\Office Assistant

EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

- Independently interprets complex government codes, laws, and regulations relative to the maintenance, release and destruction of police records and citations, and procedures for vehicle impounds
- Consults with the City Attorney, the District Attorney and Public Records Administrators as necessary
- Creates department procedures and trains staff to ensure compliance with legal and ethical obligations
- Manages the Department receipt and response to motions for pretrial discovery in both criminal and civil motions; directs response to requests for release of records from victims, suspects, attorneys, and the public; represents the Department in court regarding such motions

- Creates processes to generate statistical reports regarding police activity, crimes and incidents, and citations; analyzes complex statistical information and prepares statistical and narrative reports for the Police Chief, the City Council, City Manager, and Department of Justice annual reports
- Monitors federal legislation regarding records issues, and ensures Police Department compliance with such legislation
- Manages the preparation of daily police logs for public and media access. Prepares statistical reports regarding records information
- Works with Department personnel, City and SCMRS computer network system administrator and outside vendors to ensure that law enforcement systems and parking citations are maintained properly, and that security is maintained; stays current on changing technology relative to records management
- Ensures timely and accurate processing of missing persons entries into the California Law Enforcement Telecommunications System (CLETS) as required by the Department of Justice. Conducts audits of records systems, including criminal histories, registered sex, arson, and drug offenders and general police records, to ensure that proper procedures are being followed by department personnel and to ensure compliance with Department of Justice regulations
- Works with Police Administrative Services Deputy Chief and Finance Personnel to ensure compliance with City regulations, sound cash handling and records accounting procedures, and to resolve discrepancies
- Represents the Police Department in meetings with Tri-County Law Enforcement Records Supervisors, Santa Cruz Sheriff's Centralized Automated Network (SCAN), and other local law enforcement agencies and management teams to represent the Police Department's interests, to ensure uniformity and consistency with respect to police records, and to maintain current knowledge of applicable laws, technology and systems
- Works with local Police Records Managers to ensure consistency in reporting statistics and information in the State-wide Police Reports and to offer expertise in improving the system
- Works with the parking citations processing vendor, Department of Motor Vehicles, Parking Enforcement personnel, Hearing Examiner, and courts to resolve issues
- Assists the Chief of Police and Administrative Services Deputy Chief with budget preparation and projections
- Manages personnel issues including: training, evaluating, commending, and disciplining and employees who are responsible for police office reception, release of police records, and providing general information assistance to victims, witnesses, and suspects in criminal investigations
- Ensures that proper procedures are adhered to regarding collections of parking fines, payment for police reports, and release of records; develops new systems as necessary to improve processes and to stay in compliance with legal requirement
- Oversees and monitors reconciliation of cash payment records and auditing procedures
- Investigates, documents and resolves complaints about subordinates
- Sets high expectations and provides leadership for staff in conflict resolution internally, and in dealing with members of the public; demonstrates effective communication in diffusing hostile situations and resolving complaints; models listening skills and positive public relations to create solutions to problems for which there are no easy answers

- Ensures prompt, professional, courteous, consistent, service is provided at the front counter
- Develops internal procedures for processing police reports, parking citations, moving citations, cash handling, and other areas of responsibility as necessary to improve effectiveness or delivery of service, and in response to changing laws
- Intervenes and resolves issues which are too complex or volatile to be resolved by subordinates
- Performs related duties similar to the above in scope and function as required

EMPLOYEE STANDARDS:

Knowledge of:

- government codes, laws, and regulations relative to the maintenance, release and destruction of police records
- statistical concepts and methods
- principles and practices of training, supervision and discipline
- dealing with hostile, emotional, and angry people
- word processing and spreadsheets
- safe work practices

Ability to:

- establish and maintain cooperative working relationships with all persons at all levels in the Department and in the community, and to respond flexibly and positively in difficult circumstances
- write accurate, detailed, concise reports, memos, and letters using proper grammar, punctuation, and spelling
- maintain confidentiality, and exercise good judgment and discretion with all information acquired during the scope of employment
- exchange ideas, information and opinions with others to formulate/analyze programs and develop innovative solutions to problems
- speak on a one-to-one basis and to groups to persuade others to accept a specific opinion or action, to provide information or explain procedures and policies, and to communicate complex ideas and thoughts clearly so that others understand
- set a positive example through work habits, work product and behavior
- manage effectively under stressful situations, prioritize, and act decisively
- innovatively and logically think and problem solve
- make complex decisions, often in situations without precedent
- effectively delegate and require accountability, organize information and people to optimize efficiency and minimize duplication of effort
- set priorities which accurately reflect the relative importance of job responsibilities in a timely manner when there are pressures of deadlines or competing requirements
- project and predict the needs of the unit, develop procedures to allocate resources appropriately, and implement ideas to improve the effectiveness of the organization in accomplishing its mission
- manage projects that vary in complexity from a one day completion date to those that

- are complex, expansive and require long term implementation
- to research legal, policy and procedural issues, interpret complex regulations, and establish procedures and systems which take into account both the spirit and the letter of the law
- keep work area neat and clean, and maintain department issued equipment properly
- speak English/Spanish highly desirable

PHYSICAL REQUIREMENTS: Physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Hear adequately to converse on the telephone and in person with or without correction
- Use a computer keyboard
- Intermittently bend and twist to reach equipment on surrounding desk
- Intermittently reach above and below shoulder level to reach books, files and reports on shelves and in filing cabinets
- Grasp files, documents and equipment with right and left hands
- Climb stairs
- Bend, crouch, kneel, stoop, or squat, push & pull file drawers and supplies, reach in all directions
- Sits at a desk using near vision for long periods of time
- Work indoors in an office environment subject to heat/cold and fragrances such as perfumes
- Walk on uneven surfaces

TRAINING AND EXPERIENCE:

Any combination of training and experience which provides the required knowledge and abilities is qualifying. A typical way to obtain this knowledge and ability is:

- High school graduation or GED and six years of increasing responsibility as a records technician or related position in a municipal police records section/division, with prior supervisory or lead experience preferred and demonstrated effective conflict resolution, communication, and interpersonal skills

LICENSE

- Possession at the time of hire and continued maintenance of a valid California Class C driver's license.

DESIRABLE QUALIFICATIONS:

- The ability to speak Spanish

SPECIAL REQUIREMENTS:

- Employee will be a staff member of the Watsonville Police Department and therefore

must pass a thorough background investigation of personal and work history, including a fingerprint check of criminal history and a credit check.

- Employee must successfully complete a one week POST certified Basic Records course, a one week Records Supervisor course, Records Act course, and California Law Enforcement Telecommunications System (CLETS) training within one year of employment. After two years of employment, must have the ability to obtain a Records Supervisor's Certificate per PAM procedure F-6

