



June 2008

## **POLICE RECORDS SUPERVISOR**

### **DEFINITION**

Under general direction, manages, directs, coordinates, plans, schedules, assigns, and reviews the activities and work of records and property and evidence management staff within the Police Department; supervises, plans, and coordinates a comprehensive records and evidence management program, including records maintenance, processing, and distribution and tracking, handling, and safekeeping of evidence and found property; ensures that functions meet all applicable laws, regulations, and City policies; provides professional assistance to departmental management staff in areas of expertise; provides professional assistance to the Assistant Police Chief; and performs related duties as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Assistant Police Chief. Exercises direct supervision over administrative and technical staff.

### **CLASS CHARACTERISTICS**

This is the full management-level class in the police records function that is responsible for managing, directing, coordinating, planning, organizing, supervising, reviewing, and evaluating the work of records and property and evidence management staff. Incumbents are expected to independently perform the full range of records and evidence management duties. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Police Business Manager in that the latter has management responsibility for all business system operations and related programs and functions of the Police Department.

### **EXAMPLES OF ESSENTIAL 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.*

- Manages, directs, coordinates, plans, organizes, assigns, supervises, and reviews the activities and work of the Records and Property and Evidence Units; evaluates employee performance, counsels employees, and implements disciplinary action; recommends the appointment and promotion of personnel; provides or coordinates the training of staff in work procedures; works with employees to correct performance issues; recommends employee termination.
- Provides direction and monitors activities of the records and evidence management work unit; researches, recommends and implements improvements and modifications and prepares various reports on activities and projects; develops and implements goals and objectives; implements policies and procedures; reviews and evaluates work products, methods and procedures.
- Determines and recommends staffing needs for assigned activities and projects; participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.

- Answers questions and provides information to the public; investigates complaints; recommends corrective actions to resolve issues.
- Oversees and performs a variety of customer services functions applicable to records release and maintenance, including receiving, responding to, and entering requests for police reports and safekeeping of property.
- 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.
- Oversees property and evidence management, including maintaining the physical integrity and control of evidentiary items in the City's custody, data input, material cataloging, processing and disposal, and maintaining the chain of custody of evidence
- Provides general information regarding department policies, procedures, and regulations, including responding appropriately to complaints, requests for information and service in person and by telephone, forwarding written complaints against personnel, and coordinating work with other City departments.
- 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.
- Prepares and maintains a variety of correspondence, reports, and other written materials.
- Performs LEADS certification and certification renewal training for the Police Department.
- Represents the City in meetings with members of other public and private organizations, community groups, and the public.
- Attends meetings, conferences, workshops, and training sessions and reviews publications and materials to become and remain current on principles, practices, and new developments in assigned work areas.
- Performs all Police Records Specialist and Property Evidence Specialist duties as necessary.
- Performs related duties as required.

## **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.
- Functions, terminology, services, and principles and practices of law enforcement work.
- Applicable Federal, State, and local codes, regulations, policies, technical processes, and procedures, including Oregon Records Retention laws.
- Techniques for records management and evidence processing, including records disbursement and chain of evidence procedures.
- Current forensic methods and techniques used in the collection, preservation, organization, and presentation of physical evidence.
- Methods used in the collection, tabulation, review and distribution of evidence and property, forms, reports, and documents.
- Basic principles and practices of budget development, administration, and accountability.
- Business arithmetic and basic statistical techniques.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.

- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

**Ability to:**

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Manage, direct, coordinate, supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, implement, and direct records management and property and evidence programs, activities, and projects.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solution.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Understand the organization and operation of the City and of outside agencies as necessary to assume the assigned responsibilities.
- Respond to a wide variety of requests and inquiries from the general public.
- Make accurate arithmetic, financial, and statistical computations.
- Prepare accurate and precise technical reports; establish, maintain, and research a variety of files and records.
- Operate modern office equipment including computer equipment and software programs.
- 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.
- 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, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.
- Prepare and administer a budget.

**Education and Experience:**

*Any combination of training and experience, which 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 (12<sup>th</sup>) grade and five (5) years increasingly responsible experience in a police department or law enforcement agency. Lead or supervisory experience is highly desirable.

**Licenses and Certifications:**

- Possession of a valid driver's license with a satisfactory driving record.
- Possession of, or ability to obtain, a LEADS certificate.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed

materials and a computer screen; and hearing and speech to communicate in person, before groups, 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 weighing up to 40 pounds.

### **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.