



CITY OF CHINO

Police Records Supervisor

Definition:

Under general direction, supervises, assigns, reviews and participates in the work of staff responsible for the daily operations of the Police Department's Records Unit. Ensures work quality and adherence to established policies and procedures; serves as a system administrator for the Department's records management system (RMS); supervises department-wide use of law enforcement websites and security of information in accordance with California Law Enforcement Telecommunications Systems (CLETS), DOJ and FBI guidelines; performs more technical and complex tasks relative to assigned area of responsibility; serves as custodian of police records and/or Agency CLETS Coordinator as assigned; and performs related work.

Class Characteristics:

The Police Records Supervisor is a non-sworn, dual position which shares supervisory responsibilities of the police records and the Department's front desk operations. The incumbent must act as a member of the Department's leadership team and actively participate in addressing issues of concern, which at times may not have a direct impact on his/her area of specialization.

Essential Job Functions:

- Provide leadership and participate in programs and activities that promote positive employee relations.
- Plan, direct, coordinate, and review work for the Police Records Unit; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff regularly to identify and resolve problems.
- Establish expectations and evaluate the performance of assigned staff; mentor staff to ensure ongoing professional development in support of the Department's succession planning initiatives; recommend and implement appropriate corrective action for assigned employees.
- Serve as the Department's Custodian of Records as assigned; respond to routine subpoena duces tecum and public records requests for department records; consult with the City Attorney's Office, District Attorney's Office, and DOJ as needed; understand Public Records Act laws and regulations relating to criminal records and appropriate case law regarding records requests.
- Serve as system administrator for a variety of records management and intelligence databases and systems; configure system components and assign appropriate user privileges; recommend system enhancements; coordinate and resolve software problems with vendors.
- Direct police records preparation, processing, and file management activities; maintain security of police records, ensuring that information is released in accordance with related laws and Department policies.
- Serve as the Department's Agency CLETS Coordinator (ACC); prepare agency user agreements and other CLETS-related correspondence for the Chief of Police;

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conduct CLETS user training and certification programs and supervise other certified trainers; represent the Department at DOJ audits.

- Oversee the entry, updating and retrieval of information from the California Law Enforcement Telecommunications System (CLETS) and National Crime Information Systems (NCIC); conduct internal audits for quality control and ensure compliance with California Law Enforcement Telecommunications Systems (CLETS), DOJ and FBI guidelines.
- Compile statistical data, or direct such activity, and prepare and submit routine reports including but not limited to Uniform Crime Reports (UCR) and/or National Incident-Based Reporting System (NIBRS) reports; and conduct records audits.
- Prepare work schedules for assigned staff and process time-off requests in accordance with departmental procedures; perform other routine and administrative tasks as assigned.
- Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within departmental policy, appropriate service and staffing levels.
- Develop, administer, and oversee training programs in police record keeping and office procedures for non-sworn personnel of the Police Department.
- Assist with budget preparation and monitoring; participate in the development of records related goals, objectives, policies, and procedures; ensure adequate inventory of supplies and equipment; request equipment maintenance repair as necessary; coordinate the payment of departmental billings.
- Advise and provide assistance to Department personnel regarding records activities or the operation of automated records systems; liaison with other law enforcement agencies regarding records related inquiries.
- Attend training classes to remain current on general supervision techniques and leadership skills, police record keeping, and records management activities; attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of police records; incorporate new developments as appropriate.
- Interact with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Maintain prompt and regular attendance.
- Perform all duties consistent with the City's and Police Department's Mission Statement and Core Values.

Qualifications:

Any combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. Incumbents will possess the most desirable combination of training, skills, and experience, as demonstrated in their past and current employment history.

Education:

- High School Diploma or G.E.D. (required).

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- College course work in records management or criminal justice (desirable).

Experience:

- Four years of increasingly responsible experience in police records maintenance.
- Supervisory experience (highly desirable).

Considerable knowledge of:

- Principles and practices of law enforcement records management.
- Computerized systems and office equipment used in municipal law enforcement agencies.
- Laws, codes, regulations, and policies relating to the control of Police records.
- Basic principles and operating characteristics of law enforcement communications systems.
- Principles, regulations, and laws relating to records management.
- Procedures and techniques of budget preparation and administration.
- General office procedures.
- Methods and techniques of supervision.
- Computer operations including word processing and spreadsheet programs.

Skill in:

- Operation of a variety of office equipment, including typing at a *minimum* rate of 40 net words per minute.

Ability to:

- Supervise, direct, and coordinate the work of assigned staff.
- Select, supervise, train and evaluate assigned staff.
- Establish and maintain effective working relationships with other employees, staff, vendors, outside agencies and the public.
- Research, prepare, and present reports.
- Keep accurate records.
- Communicate clearly and concisely, both orally and in writing.
- Effectively manage Police records and other Police related services.
- Meet the public in situations requiring diplomacy and tact.
- Deal tactfully and courteously with internal and external customers.
- Make decisions regarding operational and personnel functions.
- Operate programs within allocated amounts.
- Respond to emergency and problem situations in an effective manner.
- Understand, explain, and apply policies and procedures.
- Analyze unusual situations and resolve them through application of management principles and practices.
- Develop and implement record management inventory control and communications systems.
- Operate a computer and utilize a variety of software programs.

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- Deal constructively with conflict and develop effective resolutions.
- Use, and edit documents for, correct English grammar, punctuation, and spelling.
- Establish and maintain cooperative working relationships.

Special Requirements:

- Work a varying schedule including weekends, weekdays, evenings, and holidays (hours/days may be adjusted as needed).
- Successfully pass a City administered typing test at a *minimum* rate of 40 net words per minute, with no more than 10 errors.
- Receive satisfactory results from a background investigation, a physical examination, which includes a drug screen, and an administrative review.

Physical Profile:

Category I – Light Physical Effort: This position requires normal physical abilities associated with reading, writing, and communicating in a work environment requiring no extraordinary physical strength or special physical qualifications.

Characteristics: Work assignments for this category are normally located in an environment which has no unusual physical requirements or environmental conditions, unless separately identified. Positions in this category require only light physical effort while performing such functions as typing, writing, filing, computing, operating light office equipment, interviewing, counseling, researching, planning, analyzing and supervising. This position seldom lifts more than 20 pounds.

This position requires the following:

- Reaching – Reaching above the shoulders to place and/or retrieve objects.
- Sitting – Ability to sit with little movement for long periods of time (usually a minimum of two or more hours per day).
- Color Vision – Ability to identify and distinguish colors.

Employee Unit:

Unrepresented Management

Revised: 10/23/19

Replacing Police Records Supervisor classification dated 10/17/06.