

**POLICE DEPARTMENT
POLICE RECORDS SUPERVISOR**

GENERAL DUTIES: Under direct supervision of a Police Captain, plan, supervise and participate in the records activities of the Support Services Division of the Police Department; participate in training programs, train and evaluate assigned staff; perform Records Technician duties as required; work shift work including weekends, holidays, nights and evening hours.

GENERAL REQUIREMENTS:

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

ILLUSTRATIVE EXAMPLES OF WORK

1. Schedule Records personnel for the most effective utilization of available personnel.
2. Supervise, train and evaluate all Records personnel, including Property/Evidence staff.
3. Perform quality control checks on statistical reports for the State, County and City.
4. Supervise, train and operate all department computer systems, which include the California Law Enforcement Telecommunications System (CLETS), Criminal Justice Information Center (CJIC), National Crime Information Center (NCIC), and the Gilroy Police Department Records Management System (RMS).
5. Maintain and update data and information tables in the Police Records Management System.

6. Supervise warrants, subpoenas, RMS, CLETS, and all criminal records processes performed within the Records Unit.
7. Act as liaison officer with other departments, law enforcement agencies and cities.
8. Responsible for position of Agency Terminal Coordinator between the California State Department of Justice and Federal Bureau of Investigation to ensure compliance with all CLETS, NLETS, and policies and regulations.
9. Coordinate any State, Federal or other audits of the Records function.
10. Participate in the hiring and disciplinary process of Records personnel.
11. Responsible for ensuring compliance with all CJIC (Criminal Justice Information Center) policies, procedures and security regulations.
12. Determine the need for and coordinate training by County, State and Federal trainers.
13. Monitor Records security; maintain confidentiality of records.
14. Monitor office equipment maintenance, inventory and order supplies as necessary.
15. Prepare reports, both orally and in writing as required by department and citizens.
16. Participate in training and updating programs, and prepare and update policies and procedures as required.
17. Responsible for the processing of civil subpoenas and sealing of adult and juvenile criminal records.
18. Participate in the preparation of the operational/capital budgets for the department. Maintain operational budget accounts.
19. Testify in court on related records matters as required.
20. Provide supervision to the Property/Evidence function of the department. Ensure proper coordination between Records and Property/Evidence functions.
21. Perform all related duties of a Police Records Technician as required.
22. Adapt to working shifts, weekends, holidays, nights and evenings.
23. Perform related work as required.

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:

SKILLS:

1. Listening, hearing and understanding.
2. Public speaking.
3. Independent decision making.
4. Interpersonal skills.
5. Supervision, evaluation and counseling of employees.
6. Other skills sufficient to perform listed examples of work.

KNOWLEDGE: Knowledge of:

1. Police records systems and the organization, procedure and practices common to police department records.
2. Laws, codes, ordinances, statutes, policies and procedures for the processing, handling and purging of police records.
3. Principles and practices of supervision, training and personnel administration.
4. Automation, specifically in the computerization of police records.
5. Interpretation of legal processes, records, policies and procedures.
6. Use of a personal computer and law enforcement computer systems, e.g. CLETS, NCIC, CJIC, and GPD RMS.
7. Clear, concise and accurate writing and reporting techniques.
8. City personnel rules and regulations, and Department policies and procedures.
9. Customer service techniques.
10. Modern office standards and procedures.
11. Property and evidence systems and the organization and practices common to police property and evidence.

ABILITIES: Ability to:

1. Learn and use computer systems related to Records, Property & Evidence and related word processing software.
2. Communicate effectively using proper telephone/radio etiquette.
3. Understand and execute oral and written instructions.
4. Resolve conflict.
5. Work under pressure on several tasks and analyze and adapt to new situations.
6. Train effectively.
7. Establish and maintain effective working relationships with supervisors, co-workers, other departments, outside agencies, and the general public.
8. Make independent decisions.
9. Remain in control in difficult situations, use proper judgment and make appropriate decisions in stressful and non-stressful situations.
10. Successfully complete a Peace Officer Standards and Training (POST) Certified Civilian Supervisor Course.
11. Effectively delegate assignments to assigned staff.
12. Present a positive image.
13. Perform related work as required.

MACHINES/TOOLS/EQUIPMENT UTILIZED:

Typical office and field environments include the following:

1. Computer, keyboard and monitor
2. Laserjet or ink jet printer
3. Telephone or cell phone and headset
4. Copier
5. Calculator
6. Facsimile machine
7. Typewriter
8. Paper shredder or cutter
9. Two-way radio
10. Radio scanner
11. Specialized computer, radio, and phone software
12. Police Department phone system
13. Police Department radio system
14. Foot pedals
15. Uniform
16. Automobile

PHYSICAL DEMANDS:

Under typical office and field conditions, employee will perform the following physical activities which include handling files, books, binders, and sometimes boxes of work-related material:

1. Sitting, for prolonged periods of time working at a computer or attending meetings.
2. Walking
3. Standing, for prolonged periods of time during presentations or training sessions.
4. Kneeling
5. Bending/stooping
6. Twisting
7. Reaching
8. Carrying
9. Pushing/pulling
10. Lifting, up to 25 lbs.
11. Driving
12. Manual dexterity, using a variety of communication equipment
13. Speed, in meeting deadlines and using office equipment.

SENSORY DEMANDS:

Under typical office and field conditions, employee utilizes these senses while using a computer, printer, typewriter, telephone, pager, fax machine, typewriter, copier, calculator, paper shredder, paper cutter, camera, automobile, etc.:

1. Seeing, (color) vision is necessary when working with color-coded filing systems, viewing computer monitors or setting up communications equipment.
2. Speaking
3. Hearing
4. Touching

ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:

Office Conditions:

1. Indoors: Typical office conditions, over 90% of the time.
2. Flooring: Low level carpeting, linoleum, tile, wood, etc.
3. Noise Level: Conducive to office settings with phones, alarms, copiers, radios, etc.
4. Lighting: Conducive to normal office setting, may be dimmed for use with monitors.
5. Ventilation: Provided by central heating and air conditioning.
6. Dust or Fumes: Normal indoor levels associated with dust and odors from paper, ink pens, copiers or other office-related equipment.

Field Conditions:

1. Outdoors: Typical conditions traveling to meetings or seminars, less than 5% of the time.
2. Travel: Under varying conditions via automobile or plane, less than 5% of the time.
3. Flooring: Carpet, linoleum, tile, asphalt, dirt, wood, uneven surfaces, etc.
4. Noise Level: Varying low to high equipment noise when traveling.
5. Lighting: Normal outdoor conditions, with possible exposure to extreme weather conditions.
6. Ventilation: Heating and air conditioning provided by a vehicle or plane.
7. Dust or Fumes: Normal outdoor levels associated with pollen, dust, vehicle exhaust, etc.

HAZARDS:

Mechanical or electrical exposure is minimal while properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, paper shredder, or paper cutter. When working or traveling in the field, there is some exposure to mechanical hazards when utilizing a vehicle.

ATMOSPHERIC CONDITIONS:

Minimal exposure to fumes occurs in a typical office environment. Typical exposure may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

REQUIREMENTS, TRAINING, EXPERIENCE AND QUALIFICATIONS:

1. Sixty semester units of college level work in Business Administration, Public Administration, or Records Management is required.
2. Experience and/or training equivalent to 4 years as a full-time, paid Police Records Technician.
3. A Peace Officer Standards and Training (P.O.S.T.) Basic Records Clerk course certificate is preferred at time of hire, however, certification must be completed within one year of hire date.
4. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicle(s).
5. Supervisory or lead experience preferred.
6. Pass a POST background investigation, which includes a polygraph examination, an extensive Department of Justice criminal record check and an FBI clearance.
7. Pass a post-offer psychological evaluation and a medical examination, which includes a drug test.
8. Prefer bilingual (English/Spanish).
9. Prefer non-tobacco user.