

PUBLIC SAFETY RECORDS SUPERVISOR

DEFINITION

Under general supervision, to plan, supervise, train, and evaluate assigned personnel; and to do related work as required. Serves as Disaster Service Worker. FLSA Status: Non-Exempt. Bargaining Group: Atwater Police Officers' Association (APOA).

DISTINGUISHING CHARACTERISTICS

Incumbents supervise clerical staff responsible for classifying, filing, searching, and maintaining records and other data pertinent to assigned area of responsibility. Incumbents are also responsible for maintaining, locating, and archiving records. Work is reviewed through inspection of records, reports, and consultations on work activities. Incumbents must ensure police practices are followed and Department of Justice (DOJ) security guidelines are adhered to accordingly.

REPORTS TO

Police Lieutenant, or as assigned.

CLASSIFICATIONS SUPERVISED

Police Clerk I/II or as assigned.

ESSENTIAL FUNCTIONS

Duties may include, but are not limited to the following:

- Reliable and dependable attendance and punctuality.
- Trains, assigns, coordinates, and evaluates the work of personnel on an assigned shift; takes corrective action when necessary.
- Provides oversight of police report narrative transcription services.
- Ensures case filings with the District Attorney are performed in a timely manner.
- Supervises criminal history reports being released to the public and other law enforcement agencies.
- Controls clerical procedures and incoming and outgoing information and records.
- Evaluates clerical work methods and systems; recommends changes.
- Develops, implements, maintains, locates, and archives records, documents, and other pertinent data; assists department administration in developing and implementing automated record keeping systems and processes adhering to applicable retention program.
- Responds to requests for information from the public and outside agencies; answers routine questions and/or responds to more complex inquiries requiring the interpretation of policies and procedures.
- Gathers and compiles information in response to requests from the public, City staff or outside agencies.
- Accepts complaints of subordinate behavior, disciplinary problems, and other personnel issues in accordance with established policies and procedures.

- Attend, participate in, and/or conduct disciplinary meetings or counseling sessions up to, and including written reprimands.
- Ensures that National Incident-Based Reporting System (NIBRS) data is being reported to the Department of Justice in a timely and accurate manner.
- Initiates and prepares routine correspondence and notices for signature by appropriate management staff.
- Reviews finished materials for completeness, accuracy, format, compliance with policies and procedures and appropriate English usage.
- Coordinates court subpoenas and the appearance of police officers in court; may assist with report writing, as necessary.
- Maintains office inventory and requisitions for supplies as needed.
- Perform related duties as assigned.

Knowledge of:

- Municipal services operations with particular emphasis on police and fire services.
- Public safety organization, procedures, and practices.
- Standard office procedures and methods, including filing practices and the operation of common office equipment.
- Basic law enforcement terminology and concepts.
- Public relations methods and techniques.
- Communication techniques for dealing with a varied group of people, particularly in emergency situations.
- Principles and practices of supervision, training, and personnel administration.
- California Law Enforcement Telecommunication System (CLETS) and National Crime Information Center (NCIC) computer systems, applicable security protocols.
- Federal Communications commission rules and regulations as they pertain to emergency communications, and the ability to train staff in their policies and procedures.
- Data collection and analysis techniques.
- Customer service practices and principles.
- The general geography of the City of Atwater.
- Policies, procedures, and functions of the Atwater Police Department.

Ability to:

- Use a variety of personal computer business software applications to extract a variety of data and information.
- Quickly learn the policies, procedures, and performance standards pertaining to work.
- Obtain information from hostile or traumatized individuals in emergency situations.
- Think and act quickly in emergencies and evaluate situations and people accurately.
- Learn to perform various law enforcement support work.
- Work with and control sensitive and confidential information.
- Communicate effectively, both orally and in writing.
- Deal tactfully and courteously with the public and other staff.
- Apply principles of conflict resolution.

- Assign, supervise, evaluate, and properly train personnel.
- Implement and enforce compliance with DOJ guidelines.
- Correctly classify and index a large variety of detailed records.
- Effectively train subordinates and co-workers on CLETS and other work procedures.
- Support and implement the decisions of Command Staff.
- Work under pressure on multiple tasks simultaneously, while maintaining attention to detail.
- Work various hours, rotating shifts, weekends, holidays, and be available for call back as needed.
- Remain in control in difficult situations, use proper judgment, and make appropriate decisions in stressful and non-stressful situations.
- Effectively delegate assignments to assigned personnel.
- Maintain accurate records, preparing clear and concise reports and materials.
- Perform in a manner which reflects the City and Police Department mission, values, and goals.
- Read, analyze, and interpret laws, codes, rules, and regulations.
- Establish and maintain effective relationships with those contacted in the course of work.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods, generally up to three hours; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment including computer, telephone, calculator, copiers, and FAX, as well as radio communication and dispatching equipment.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; continuous contact with other staff and the public.

MINIMUM QUALIFICATIONS

- Equivalent to the completion of the twelfth grade.
- Possession of a valid California driver's license.
- Three (3) years of increasingly responsible lead or supervisory experience in records management which involved a complex data entry, record processing and file maintenance within a law enforcement agency; **OR** two (2) years of experience equivalent to a Police Clerk with the City of Atwater.

DESIRABLE QUALIFICATIONS

- Experience in a training or supervisory capacity.

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