



City of Irving Job Description

Police Records Supervisor

FLSA Status:	Non-Exempt	Job Department:	Police
Job Code:	33201	Reports To (Job Title):	Property & Records Manager

PURPOSE

To supervise Police Records Clerks, including assessing and coordinating workload, completing employee performance review and assist in hiring, and providing hands-on guidance for performing records entry and management activities. Also, to perform direct management of records involving highly sensitive content to ensure accuracy and confidentiality.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Assess, from daily reports, workload of Records Clerks at multiple facilities, and work-leveling adjustments according to the employee's expertise and record deadlines.
- Supervise assigned personnel, including interviewing, reviewing performance annually, providing counsel and limited discipline, managing schedules and requests for time off.
- Determine and implement any entry procedure changes in response to entry errors/problems.
- Review daily bank deposit for accuracy and signs off on financial reports.
- Prepare, review, proofread, and correct highly complex police reports and legal documents under tight deadlines, including correcting criminal history files and performing expunctions.
- Assist in training assigned personnel, including performing demonstrations, answering questions, and directing trainees to appropriate resources.
- Research and perform name corrections and merges on computer system, including all merges involving criminal histories or juvenile records.
- Assist other departments with procedures and training for the records management system.
- Perform the duties of manager in his/her absence.
- Perform related duties as assigned.
- Final review of open records documents to be sent to the Legal Advisor.

OTHER DUTIES AND RESPONSIBILITIES

- Perform research to complete records, including assimilating information from databases, microfilm, paper documents, the internet, state publications, and through contact with officers.
- Assist members of the public and Police Department when needed for coverage at the front counter or by phone/fax/email to prepare, submit, and retrieve, and/or fulfill various types of records and requests, including but not limited to, offense/accident reports, open records requests, security clearances, warrants, affidavits, and protective orders.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 16 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Review and approve daily cash report—usually \$100 or less. Process improvement to eliminate waste.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to the completion of 12th grade plus some related college or vocational training.

EXPERIENCE

- Two (2) years of related experience, including one (1) year of supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- NCIC Certification

KNOWLEDGE OF

- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Open Records Act: Laws and guidelines related to fulfillment of requests for information.
- Requirements for complying with court orders of expunction
- Police Records Information Resources: various repositories of information used in police records and related legal documents.
- Supervision: Personnel motivation, interviewing, oversight, evaluation, and limited discipline.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City, as well as records management systems.
- Office Systems: Administrative and clerical procedures and systems such as word-processing systems, filing and records management systems, form design principles, and other office procedures and terminology.

SKILLS AND ABILITIES IN

- Social Perceptiveness: Being aware of others' reactions and understanding why they react the way they do.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Mechanical/Technical: Safely operating diverse equipment, including computers, copiers, fax machines, calculators, and paper shredders.
- Service Orientation: Actively looking for ways to help people.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.

GUIDANCE RECEIVED

Direction and Varied Methods

Typically receives general direction about assignments and work results to be attained. Requires judgment to determine which methods apply and what data/information should be considered. Position must think through how issues can be addressed within existing policies and procedures and may assist others with more complex work methods and problems.

CONTACTS

Direct contact with Citizens, Police personnel and/or other agencies

EQUIPMENT AND PROPERTY

General office equipment and supplies

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to listen and see. S/he frequently is required to sit, stand, talk, carry, climb, walk, pull, push, reach, and/or lift up to 10 pounds. Also, s/he is occasionally required to kneel or stoop.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment usually is moderate. May encounter louder noises, strong smells or hostile behavior

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.