

RECORDS MANAGER

GENERAL PURPOSE

The Records Manager (RM) is a full-time supervisory position responsible for the supervision of Records Clerks, and reports directly to the Captain managing the Support Services Division. The RM must be able to perform all the functions assigned to Records Clerks

SUPERVISION RECEIVED

Works under the general guidance and direction of the Captain managing the Support Services Division.

SUPERVISION EXERCISED

Exercises supervision over records clerks and other personnel as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The RM is responsible for managing all aspects of the records management system. The RM ensures efficiency and compliance with laws, policies and procedures; and oversees the preparation, processing, indexing, storage, retention and disposition of all reports and citations. The RM is the custodian of records for the Capitola Police department, accepting legal liability for the release of police records. The RM responds to all record inquiries and subpoenas.

The RM must be able to apply laws, court decisions, rules and regulations on the use and confidentiality of police reports. The RM also develops new and continuing training to ensure compliance levels for employees governed by law.

Ensure that department records are properly maintained, distributed, filed and purged in accordance with policies, procedures and regulations.

Apply laws, court decisions, rules and regulations on use and confidentiality of police reports. Develops new and continuing training needs to ensure that training compliance levels for employees governed by state mandated training are maintained.

Prepare employee performance evaluations.

Serve as the agency terminal coordinator and primary contact for DOJ/NCIC coordinator and information distribution.

Coordinate the completion of department and state statistical reports, ensuring that legally required data is provided to DOJ.

Confer with citizens, attorneys, peace officer and city officials on problems and requests as they relate to records, communication and training.

Investigate complaints/concerns pertaining to employee performance.

Testify in court and other legal proceedings.

DESIRED MINIMUM QUALIFICATIONS

Knowledge:

- Principles and techniques of management, supervision and training
- Principles of public and police administration, organization, budgeting, and personnel management
- Functions and relationships of the criminal justice system
- Manual and automated records management systems.
- Criminal justice information systems
- Laws, regulations and principles governing records management
- Relevant federal, state and local laws and how to apply them

Skills:

- Telephone, personal computer, industry standard software and specialized software, 45 wpm keyboard skills, copy machine, fax, cash register, calculator, hand truck.

Abilities:

- Assemble, analyze, evaluate data, and prepare clear and concise reports.
- Ability to interpret and apply oral or written material/instructions, including the ability to listen to or read abstract or directive instructional material and to apply that data correctly to practical circumstances.
- The position of RM has an office in an open, oftentimes noisy area of the police department. The RM may be required to answer phones, screen calls, service a public window, often all at the same time. Operation of a cash register while selling permits and releasing vehicles is also required. The RM also provides support to the Administrative Assistant as needed.
- Due to the extensive legal and physical responsibilities of the RM, and the required management of Criminal Offender Record Information, the RM must pass an exhaustive background investigation, a psychological examination, and a thorough physical.
- Ability to interpret and apply oral and written materials in directing and evaluating subordinate employees.
- Ability to supervise and evaluate performance of records clerks and other personnel as assigned.
- Ability to ensure compliance with federal, state and local ordinances relating to reporting of crimes, arrests, reports and citations.
- Ability to ensure all telephone contacts are appropriately handled.

EDUCATION & EXPERIENCE:

Required:

1. High school graduation or GED and five years of increasing responsibility as a records clerk or related position in a municipal police records section/division, with prior supervisory or lead experience.
2. License or Certificate: Possession of an appropriate valid California driver's license.

Preferred:

1. Successful completion of 2 years of college-level course work in Business or Public Administration, Administration of Justice, or a related field.

WORKING CONDITIONS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Additionally, the position requires far and near vision when reading and using a computer. The ability to hear normal speech and other audible events, even in combination with other environmental noise. This includes hearing voices transmitted by radio and telephone. The ability to speak clearly in English and to be understood by others under normal or highly stressful circumstances, either directly or through amplified, radio or telephonic transmission. The need to lift, drag and push files, paper and documents weighing up to 25 pounds is also required. The noise level in the work environment is usually moderate.

OTHER

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Effective Date: 11-22-11