

# City of Beaverton

## Police Records Supervisor

### General Summary

Provide supervision and leadership to Police Records section; develop and implement program objectives, assist Police Records Manager with staff management and program planning; may develop, implement and administer division policies, procedures and budgets. Serve as the Police Records Manager in his or her absence as assigned.

### Key Distinguishing Duties

Overall responsibility to schedule, assign and review work of employees.

### Essential Functions

*Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.*

1. Supervise and direct staff to ensure City goals and objectives are met. Schedule, assign and review work of employees on assigned shift. Oversee staff schedules to ensure adequate coverage. Authorize overtime and approve time off requests. Participate in hiring decisions. Provide opportunities for developmental training and performance coaching to employees. Prepare and conduct performance evaluations. Develop and administer work improvement plans. Respond to employee grievances and oversee disciplinary processes according to the collective bargaining agreement and City policy. Serve as the Police Records manager in his or her absence as assigned.
2. Supervise Police Records section operations. Participate in the development, review, approval, implementation, and administration of section work plans, services, policies, procedures and reports. Set performance standards. Serve as a member of the Police Support Services division management team. Evaluate performance and program effectiveness and take action for improvement as necessary. Authorize payments to contractors and consultants.
3. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met.
4. Evaluate section training needs. Design, and implement training programs. Provide technical assistance to employees.
5. Assist in the budget preparation process for the Records section by compiling, projecting and analyzing data. Monitor expenditures and research and reconcile variances.

6. Assist with the dissemination of information to staff, attorneys, courts, and the public in compliance with laws, regulations, and guidelines. Ensure accurate and timely provision of information to officers, staff and public.
7. Exhibit leadership to staff and fellow employees. Serve as a model for accomplishing division, department and City goals and objectives. Create an environment in which employees are focused on producing excellent quality results.
8. Produce an acceptable quantity and quality of work that is completed within established timelines.
9. Provide direction and set standards for excellence in internal and external customer service. Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the customer.
10. Perform quality control functions of the staff's work including reviewing distribution, the entry and scanning of citations and other related work.
11. Conduct LEDS testing/certification for new Police Officers.
12. Process expungement orders from the Courts in a timely and accurate manner. Maintain all documentation related to Expungements.
13. Represent the Police Records Division, Police Department and/or City to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.
14. Provide employees with basic job training and safety instruction. Actively support safety and loss control measures. Ensure employees are held to departmental safety and loss control standards.
15. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
16. Participate in the City Emergency Management program including classes, training sessions and emergency events.
17. Follow standards as outlined in the Employee Handbook.
18. Actively promote and support diversity in the workplace through staffing, promotions, training and career development. Model respect for diversity in the workplace.

### **Other Functions**

1. Assist Police Support Specialists as necessary.
2. Serve on or provide support to a variety of committees, task forces and advisory groups as necessary.
3. Perform related duties of a similar scope and nature.

## **Knowledge Required**

- ◆ Working knowledge of the laws, regulations and ordinances governing police records management, including laws pertaining to the release of public information and archiving.
- ◆ Working knowledge of practices and principles of police records management and terminology.
- ◆ Working knowledge of law enforcement, terminology, practices, methods, and procedures.
- ◆ Basic knowledge of the difference between civil and criminal laws.
- ◆ Working knowledge of modern office management and equipment.
- ◆ Working knowledge of human resources management practices.
- ◆ Working knowledge of practices and principles of public/business administration practices and decision-making.
- ◆ Basic knowledge of practices and principles of public/business decision-making.
- ◆ Working knowledge of strategic planning methods with an emphasis on services related to police records management.
- ◆ Basic knowledge of public purchasing and contracting laws and regulations.
- ◆ Expert knowledge of English grammar, spelling and usage.
- ◆ Working knowledge of basic arithmetic principles.

## **Skills/Abilities Required**

- ◆ Strong ability to use LEDS and related software applications.
- ◆ Strong ability to use Dictaphone, two-way radio, and teletype equipment.
- ◆ Strong ability in conceptual analysis and policy/program development and implementation.
- ◆ Strong ability to analyze and interpret data and to prepare statistical reports.
- ◆ Strong ability to productively supervise and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- ◆ Strong ability to effectively manage multiple programs and a staff including hiring, training, coaching, disciplinary action and performance management.
- ◆ Strong ability to demonstrate leadership behavior to employees, public officials, other agencies, customers and the general public.
- ◆ Strong ability to build consensus.
- ◆ Strong ability to establish and maintain effective working relationships with employees, other agencies, public officials and the general public.
- ◆ Strong ability to coach employees on and to apply excellent internal and external customer service skills.
- ◆ Advanced ability to communicate effectively both orally and in writing with diverse customers, employees, other agencies and the general public.
- ◆ Ability to make presentations and develop reports that may include technical information.
- ◆ Advanced ability to use word-processing and spreadsheet programs and other software applications as required for the position.
- ◆ Advanced ability to use general office equipment.

## **Minimum Qualifications Required for Entry**

High School diploma or GED and five years increasingly responsible administrative support experience in an office environment or police records including one year in a lead or supervisory role, or an equivalent combination of education and experience, enabling the incumbent to perform the essential functions of the position.

**Licensing/Special Requirements**

- ◆ Positions in this classification are required to possess a valid driver’s license and the ability to meet the City’s driving standards.
- ◆ LEADS Certification within six months.
- ◆ Complete training program of a Police Support Specialist within twelve months.

**Working Conditions Requirements**

Regular focus on a computer screen; regular use of a keyboard or similar device; frequent dealing with distraught or difficult individuals; occasional standing for 30 minutes at a time; occasional lifting of objects weighing up to 25 pounds; occasional attendance at meetings or activities outside of normal working hours; occasional operation of a motor vehicle on public roads.

**Classification History**

Classification created: 8/04

Revised: 12/07

Revised: 1/1/09

Status: M3

FLSA: Non-exempt

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Department Head Signature

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Human Resources Signature

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Date

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