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| CLASSIFICATION TITLE: Police Records Supervisor | JOB NUMBER: 7109 | AFFILIATION: Unaffiliated (Non-Union) |
| REPORTS TO: Police Professional Staff Manager | PAY GRADE: 19 | FLSA STATUS: Exempt |

GENERAL SUMMARY

Performs difficult skilled administrative support work planning and coordinating the activities, resources and work of the police department records support staff, and related work as apparent or assigned. Work is performed under the limited supervision of the Police Professional Staff Manager or designee ("supervisor"). Continuous supervision is exercised over assigned personnel. Subject to work after hours and weekends as needed.

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Coordinates, directs, and monitors the activities of Police Records Specialists, to include planning, preparing and devising work schedules, assigning duties, setting goals and objectives, delegating, and providing assistance and support.
- Evaluates the work performance of assigned personnel for acceptability and accuracy; works with assigned personnel to correct deficiencies; plans, coordinates, and arranges for appropriate training of assigned personnel; documents corrective action and applies City policy, as needed; participates in the interview and selection process of new employees.
- Organizes and oversees the maintenance, update, and disposal of Police department records according to established City policies and procedures, including indexing a wide variety of violations and notifications, tracking, and filing reports and redacting confidential information when required. Assists with the

preparation of the division budget; monitors expenses within budget; ensures fiscal responsibility and cost consciousness; maintains supply inventory and requisitions supplies as needed within department budget.

- Develops and maintains policies and procedures pertaining to police records; prepares, maintains, and submits various reports and other documentation.
- Maintains departmental access to various law enforcement databases and their subscriptions.
- Answers questions and provides information to the public regarding services and procedures; investigates complaints and recommends corrective actions to resolve issues; approves, revokes, denies, and maintains applications for gun purchases and concealed pistol licenses in accordance with state and federal laws and regulations.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Administrative principles and practices, including program development, implementation and evaluation, project management, and supervision of staff.
- Applicable federal, state, and local laws, rules, codes and regulations related to assigned activities.
- Modern office practices, procedures, equipment, and computer use/application.
- Governmental recordkeeping systems, principles, procedures, and techniques.
- Business English, spelling, arithmetic, and statistics.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Permits, licenses, and related forms pertaining to law enforcement.
- Fingerprinting practices and procedures.
- Principles and practices of leadership and conflict resolution.

Skills and abilities to:

- Maintain confidentiality of sensitive materials and information.
- Demonstrate a full understanding of applicable laws, policies, and procedures and work methods associated with assigned duties.
- Train, supervise, and evaluate assigned staff.
- Organize, coordinate, and oversee the activities of support staff involved in police records maintenance and other clerical support duties on a 24-hour basis.
- Demonstrate considerable organization and analytical skills with the ability to handle simultaneous coordination of a variety of essential and high priority tasks.
- Demonstrate exceptional attention to detail, good judgment, and strict adherence to deadlines so as to prevent errors and avoid exposure to the City.
- Analyze situations accurately and adopt an effective course of action.

- Work independently with little or no direction; set priorities and meet critical deadlines.
- Research and prepare concise written and oral reports and maintain important records and documents. Comprehend use of English effectively.
- Respond to a wide variety of requests and inquiries from the general public.
- Operate modern office equipment including personal computer equipment using standard or customized software application programs appropriate to assigned tasks.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS

- Valid driver's license.
- Complete CJIS Security Awareness Certification upon hire date and maintain throughout employment.
- Obtain Washington State ACCESS Level 2 Certification within six (6) months and maintain throughout employment.
- Pass a pre-employment background investigation.

EDUCATION AND EXPERIENCE

Associates degree with classes in Criminal Justice, Public Administration, Political Science or related field and five (5) years of increasingly responsible administrative support experience, with at least three (3) years of experience in a law enforcement agency, including two (2) years in a lead or supervisory role, or equivalent combination of education and experience.

COMPETENCIES

Supervisory

- Foster Teamwork: Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams. Uses teams to address relevant issues.
- Prioritize Work and Commitments: Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.
- Drive for Team Results: Demonstrates and fosters a sense of urgency and strong commitment to achieving goals. Encourages others drive for strategic goals. Persists despite obstacles and opposition. Pursues aggressive goals and works hard to achieve them. Owns the outcomes produced by the team.
- Manage Employee Performance: Guides employees to achieve the highest levels

of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations. Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.

Foundational

- **Use Technical/Functional Expertise:** Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- **Be Accountable for Performance:** Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- **Provide Excellent Customer Service:** Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- **Communicate Effectively:** Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- **Work Safely:** Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.


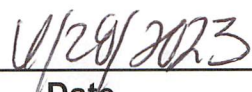
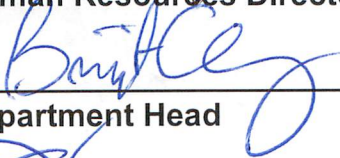
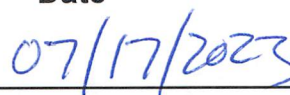

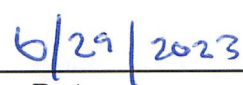
This work requires regular and punctual attendance at the office or other assigned locations; work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires standing, walking, reaching with hands and arms, climbing and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data and observing general surroundings and

activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

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.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

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| Human Resources Director | Date |
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| Department Head | Date |
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| City Manager or Authorized Designee | Date |