

POLICE RECORDS SUPERVISOR

General Statement of Duties

Performs complex technical and administrative work involving a broad range of law enforcement records and information functions for the Police Department. Basic duties include supervising, evaluating, scheduling, coordinating and assisting within the Records Division.

Distinguishing Features of the Class

An employee in this class is responsible for the direct supervision and coordination of work assignments in the Records Division. Supervisor responsibilities include managing daily operations of the Records Division, monitoring and reviewing work product and ensuring that appropriate policies and procedures are followed by staff. This position manages personnel-related functions to include performance evaluations, training and new hire selection processes.

Work is performed under minimum supervision and requires the application of reporting guidelines, sound judgement, and independent initiative in pursuit of work objectives.

This position serves as the Terminal Agency Coordinator (TAC), maintaining a comprehensive understanding of the rules and regulations mandated by the State Bureau of Investigation. The position also serves as the primary liaison between the Department and the SBI and FBI for records-related functions to include: handling and disseminating information; keeping the Department informed on training requirements and other matters relative to the use of the DCI/NCIC system. This position requires detailed knowledge of federal and state guidelines regarding public records; processing and storage. Position requires attending meetings and representing the Department; handling customer inquiries and performing specialized requests for police reports and statistical data. Work is supervised by a higher-level administrative supervisor and is reviewed through observation, conferences, reports, state audits and review of work performed in the assigned function.

Essential Duties and Illustrative Examples of Work

Supervises, schedules and coordinates the activities of the Records Division including the operation and maintenance of records. Develops and implements procedures and policies for the division. Coordinates shift coverage and work flow; directing and redirecting work as needed.

Maintains compliance with new and changing laws and policies and procedures as related to police records. Informs agency staff of changes in laws and other reporting requirements.

Responsible for the fiscal management within this division by overseeing money collections; recommending purchases; assisting in preparing and maintaining the division's budget; and preparing invoices as required.

Trains assigned personnel in the performance of records management. Develops and implements training sessions for assigned staff and other police personnel as it relates to coding guidelines and the certification process for the DCI/NCIC system. Trains new personnel in the functions of the Records Division and procedures related to the division. Troubleshoots problems and responds to inquiries from agency staff.

Researches, collects data, and prepares a variety of statistical and written reports as required. Ensures submission of monthly files for crime statistics and traffic stop reporting which includes correcting discrepancies. Manages the expungement process. Assists department personnel and the public by performing record checks and distributing reports. Provides technical assistance for records related software for department and town-wide personnel as requested. Serves as the department's custodian of records and is a system administrator for the records management software.

Responsible for managing staff's work schedules and submits payroll documents through the Town's timekeeping system.

Performs related duties as required.

Knowledge, Skills, and Abilities

In-depth knowledge of the police record management systems; pertinent codes, regulations and laws governing police records management;

Knowledge of principles and practices of office management, supervision, training and evaluation;

Knowledge of criminal justice procedures; research techniques and procedures and specialized computer skills.

Ability to know and understand all aspects of the job; analyze work product, reports and special projects.

Ability to identify and interpret technical and numerical information;

Ability to observe and problem-solve operational and technical policy and procedures;

Ability to manage and supervise the work of a complex police records unit;

Ability to understand the organization and operations of the Department, Town Organization and of outside agencies as necessary to assume assigned responsibilities;

Ability to perform complex administrative work; supervise, train and evaluate assigned personnel;

Ability to compile and maintain complex and extensive records; prepare related reports;

Ability to communicate clearly and concisely, both orally and in writing;

Ability to use emotional intelligence practices to establish and maintain effective working relationships with those contacted in the course of work to include; self-awareness, emotional regulation, conflict resolution and empathy.

Physical Requirements

Work is performed primarily in a standard office environment to include extensive contact with department staff and external customers often with constant interruptions.

Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight not to exceed 10 pounds; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Must possess the visual acuity to prepare data and statistics, operate a computer terminal, do extensive reading, and proofread and perform visual inspection of work performed.

Desirable Education and Experience

Associate's degree from an accredited college or university with major course work in records management, criminal justice administration, public administration or a closely related field with supervisory experience preferred; or an equivalent combination of education and experience that would likely provide the required knowledge and abilities.

Special Requirements

Obtain DCI/NCIC certification by the State of North Carolina.

Notary public license by the State of North Carolina.

Receive training on NIBRS coding and reporting guidelines

Fair Labor Standards Act (FLSA) Status

Exempt

2024