

JOB DESCRIPTION

JOB TITLE: Records Supervisor- 700

DEPARTMENT: Law Enforcement Services of South Sound 911

REPORTS TO: Operations Manager

Classified position, EEO cat 6

SUMMARY:

As part of the South Sound 911 Law Enforcement Information Services and under the direction of the Operations Manager, this position supervises and performs a variety of specialized activities related to radio contact with field units, warrant services, Front Counter (remittance), CPL/PTA, Fingerprinting, Public Disclosure, Operational Status, Criminal Justice Desk and management of law enforcement reports and information systems in the Records Center during an assigned shift. This position requires ongoing multitasking ability, and use of discretion and judgment.

ESSENTIAL FUNCTIONS:

Oversee the operations, activities and personnel of the Records Center to assure the compliance of established guidelines and procedures; determines action to be taken in situations not covered by established procedures which require immediate but temporary policy decisions; assists Record and Warrant Specialists in resolving difficult issues as necessary.

Maintains communication with the Operations Manager to discuss changes or problems in operations or activities or to recommend new or revised policies or procedures to improve operational effectiveness; prepares employee directives as directed; provides assistance and information to employees as requested.

Plans, organizes, directs and coordinates the work of assigned personnel. Selects, trains, supervises, monitors and evaluates the work of assigned personnel; schedule and assign work; authorizes leave time and overtime work; review and investigate complaints and recommend disciplinary action as necessary; schedule in-service training; receive and attempt to resolve employee grievances and other concerns; coach employees.

Plans, coordinates, implements and maintains a training and orientation program for new employees; monitor and evaluate the progress of new employees; recommend additional training or termination as necessary.

Records and responds to complaints concerning Records service from citizens, law enforcement officers and other agencies; communicates with citizens, personnel, Tacoma and Lakewood Police Departments, Pierce County Sheriff's Office and other various agencies to provide and receive information and assistance related to operations and activities.

Monitors and participates in a variety of computer-related functions; implement programs and procedures for Records division equipment;; records malfunctions and coordinate repairs with appropriate personnel or service agency; recommends new or requested equipment. Monitors work area to assure and maintain a safe, clean and orderly operation. Ensures Records Center security, allowing only authorized persons to enter; review and seal sensitive reports as required. Requests Heat Tickets from I.S.

Oversees the processing of incoming law enforcement reports according to established procedures; respond to court-ordered sealing or expunging of juvenile court records; review concealed weapons license applications PTA's, Processes Validations (DV, Warrant, Stolen Property etc.), recommend appropriate action; Deliver excellent customer service that enhances customer satisfaction.

Manage archive storage of records.

Responsible for cashing out the front counter registers, completing and submitting daily remittances to the budget section, and accountable for the transfer of funds from agency to the bank via courier.

QUALIFICATIONS:

Five years of increasingly responsible experience in processing and maintaining law enforcement records and reports as a Records Specialist or Warrant Specialist.

KNOWLEDGE AND EXPECTATIONS:

Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Basic research methods to prepare clear and concise reports using law enforcement report preparation procedures.

Perform clerical duties such as filing, duplications and typing.

Work appropriately with confidential material and information.

Keyboarding at 45 words net per minute from clear copy.

Work with speed and accuracy.

Train, supervise, coach and evaluate the work of others.

Follow safety rules and regulations.

Proficient with standard suite of Microsoft Office software and database applications, peripheral equipment, fax machine, phone system, police radio, and teletype.

Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.

Maintain cooperative and effective working relationships with others.

Analyze situations quickly and adopt an effective course of action.

Organize work with many interruptions and multiple tasks to meet schedules and timelines.

Is this position closely, moderately or minimally supervised? Minimally

Please explain: Employees are expected to work independently in a variety of tasks and ask for assistance/clarification from Operations Manager or Assistant Director when questions/concerns arise.

Does this position have supervisory responsibility (i.e., responsible for hiring, firing, performance appraisals, etc.)? Yes No

Does this position have access to confidential information? Yes No **If yes, please explain:**

We handle police records on a 24x7 basis. All information is confidential. State interface certification is required.

Does this position have access to or handle company funds? Yes No **If yes, please**

explain: We provide services for which currency is rung up through the cash register, Supervisors are in charge of preparing the nightly deposits.

Is it important to this position that the incumbent be able to communicate fluently in English? Yes

No **If yes, please explain:** Most of the business is done over the phone or in electronic communications, therefore it is imperative that we be able to communicate to the customers.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:

Completion of a satisfactory background investigation.

PHYSICAL REQUIREMENTS:

Records Center environment is subject to rotating shifts and rotating days off every four weeks and working overtime.

Subject to lifting up to 35 pounds; standing, bending, stooping and reaching or sitting for eight hour periods, continuous contact with monitors/CRTs, and noise from communications and office equipment.

WORKING ENVIRONMENT:

Employee works in an indoor climate-controlled office environment. The noise level in the work environment is usually quiet. Travel to various work sites and/or meeting locations may be required. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of work outside of normal scheduled hours may be required. Work requires extended periods of concentration and sedentary work at a work station. Work is subject to frequent interruptions and normal office noise.

MACHINES/TOOLS/EQUIPMENT/WORK AIDS:

Personal computer, copy machines, telephone, fax machine, E-mail, calculators, head sets, printers.

POTENTIAL HAZARDS:

The hazards are consistent within an office environment.

ANALYSIS OF PHYSICAL DEMANDS OF POSITION

Standing	<input checked="" type="checkbox"/>	<u>10</u> % of time	Kneeling	<input checked="" type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	<u>10</u> % of time	Crouching	<input type="checkbox"/>
Sitting	<input checked="" type="checkbox"/>	<u>80</u> % of time	Crawling	<input type="checkbox"/>
Lifting	<input checked="" type="checkbox"/>	<u>35</u> lbs.	Reaching	<input checked="" type="checkbox"/>
Pushing	<input checked="" type="checkbox"/>	<u>10</u> lbs.	Handling	<input type="checkbox"/>
Carrying	<input checked="" type="checkbox"/>	<u>10</u> lbs.	Speaking	<input checked="" type="checkbox"/>
Pulling	<input checked="" type="checkbox"/>	<u>10</u> lbs.	Hearing	<input checked="" type="checkbox"/>
Climbing	<input type="checkbox"/>		Seeing	<input checked="" type="checkbox"/>
Balancing	<input type="checkbox"/>		Depth perception	<input type="checkbox"/>
Stooping	<input checked="" type="checkbox"/>		Color vision	<input type="checkbox"/>

ADDITIONAL COMMENTS:

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: Cynthia Shaffer, PHR, Human Resources Manager

APPROVED BY: _____

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Adopted: 01/87, Revised: 04/90, 09/93, 09/94, 08/98, 06/01