CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Police Records Manager** **E-Team**
SG:E2-9
DEPARTMENT: **Police** **CS:N**
FLSA:N
EEO4CODE:AS

JOB SUMMARY:

Responsible for management of the operations and functions of the Police Records Bureau and Police Business Office. Supervises staff and oversees maintenance of all Police records and automated information systems, including policy compliance with audit requirements for the accuracy, security and operational use of Criminal Justice Information System data. Ensures accurate and thorough information is provided to the internal and external users of Records Bureau services.

SUPERVISORY RELATIONSHIP:

Reports to the Deputy Chief of Administrative Services. Work is performed under general guidance and direction and according to City and Departmental policies and procedures as well as applicable local, state and federal laws and regulations including those pertaining to law enforcement, records maintenance and public disclosure. Supervises all civilian Records Bureau and Business Office personnel directly or through subordinate supervisors.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Plans, organizes, directs, and evaluates the operations and functions of the Police Records Bureau and Police Business Office Maintains and monitors police records systems. Oversees security, storage, retention, retrieval, and disposition activities of all records. Coordinates organization, staffing, and operational activities for assigned divisions. Works directly with Police Department System Specialist to set and implement goals, priorities and upgrades for the records management system.

2. Develops, recommends and implements overall goals, objectives and priorities of the Police Records Bureau and Police Business Office; directs, coordinates and reviews the work plan for assigned services. Assigns work, monitors work flow; reviews and evaluates work products, methods and procedures; identifies and resolves problems as needed.

3. Develops, recommends and implements systems, policies and procedures to improve efficiency of operations and service delivery methods and to ensure compliance with new and existing policies, procedures, and laws.

4. Develops and recommends goals and objectives for staff achievement. Supervises all civilian Records Bureau and Business Office personnel directly or through subordinate supervisors. Recommends hiring, discipline and termination. Provides or coordinates staff training and evaluates work performance.

5. Participates in the development and administration of assigned program budgets. Allocates

resources and equipment necessary to accomplish assigned work. Forecasts funds needed for staffing, equipment, materials and supplies; monitors, reviews and approves expenditures; recommends adjustments as necessary.

6. Maintains positive customer relations. Responds to and resolves difficult and sensitive citizen inquiries and complaints. Provides direction in handling non-routine Bureau situations based on applicable policies, laws and regulations. Provides technical advice and assistance to staff and other departments on matters relating to confidential and criminal records management.

7. Maintains effective communications with the users of Bureau services, such as What-Comm, Finance Department, Legal Department, Municipal Court, Superior Court, Juvenile Court, Police Officers, Detectives, and services of the Bureau, such as Information Services and Accounting to ensure the smooth, efficient legal flow of information.

8. Collaborates with federal, state, city and county government agencies in auditing, reporting and information sharing as necessary.

9. Collects, compiles and provides statistical data for records and reports as required.

10. Attends and participates in professional group meetings and trainings; stays abreast of new trends and innovations in the field of records management.

11. Collaborates with Police Department Technology Manager regarding Information Technology budget requests and expenditures. Provides leadership in defining future technology needs of the Records Bureau as well as implementation of new projects.

12. Acts as the public disclosure officer for the police department; oversees the dissemination of all records for the department. Completes requests related to personnel files and confidential files and collaborates with the City Attorney's office as needed to appropriately respond to requests.

ADDITIONAL WORK PERFORMED:

1. Performs other related work of a similar nature or level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Thorough knowledge of Public Disclosure Laws.
- Principles of contemporary criminal justice systems.
- Thorough knowledge of principles and methods of records and information management.
- Financial management including cost analysis, budget development and business planning.
- National crime reporting through the Federal Bureau of Investigation (FBI), National Incident-Based Reporting System (NIBRS) and Uniform Crime Reports (UCR).
- Thorough knowledge of personnel management and leadership principles.

Skill in:
- Operation of standard office equipment including computers and supporting word processing, spreadsheet and database applications.
- Excellent oral communication skills for making presentations and proposals, conducting meetings, giving clear direction to staff, and communicating with the general public.
- Excellent written communications skills for preparing reports, making recommendations, documenting policies and procedures and composing correspondence.
- Excellent leadership skills, including supervision, problem solving, planning, organization, decision making, interpersonal sensitivity, adaptability/flexibility, stress tolerance and time

management.
- Operational aspects of state message switch ACCESS/OMNIXX and national and international criminal justice systems.

Ability to:
- Establish and maintain effective working relationships with a diverse group of people.
- Provide courteous, effective customer service.
- Interpret and apply federal, state and local policies, laws and regulations.
- Plan, organize, initiate, implement and administer programs.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Communicate clearly and concisely, both orally and in writing.
- Exercise discretion and maintain confidentiality of sensitive oral and written information.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation and Teamwork and Cooperation
- Physical ability to perform the essential functions of the job, including:
  - Correctable visual acuity to read a computer screen and a typeset page;
  - Fine finger dexterity to manipulate computer keyboard and mouse;
  - Frequently communicate verbally;
  - Occasionally transport objects weighing up to 25 lbs.

WORKING ENVIRONMENT:

Work is performed in an office environment with extensive time spent at a computer workstation. Environment includes a normal range of noise and other distractions with low everyday risks working around standard office equipment. Occasional visits to other department work sites may be required. Some travel to professional meetings is expected.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in Business Administration, Public Administration or similar.
- Four years progressively responsible experience in records management including two years supervisory or management experience.
- Experience in justice or law enforcement records management preferred.
- Certification in Records Management (CRM) from the Institute of Certified Records Managers or other relevant certification or post-secondary vocational training preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, background investigation, polygraph examination and fingerprinting. Subject to re-check every five years.

- Ability to obtain and/or maintain certification as a Level II ACCESS Operator within six months of hire.

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