CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Police Records Bureau Supervisor** **UNION:231**
SG:3
DEPARTMENT: **Police** **CS:N**
FLSA:N
EEO4CODE:AS

JOB SUMMARY:

Responsible for the daily operations of the Police Business Office and 24-hour Records Bureau, which serves the Bellingham Police Department and other agencies in the law and justice community. Supervises multi-unit division and its support personnel who operate under the services branch of the Police Department, including employee orientation, training, supervision of scheduling, assignment delegations, and assisting with project coordination. The Records Supervisor conducts monthly and yearly performance appraisals, provides conflict resolution, takes corrective actions on daily work and performance issues, and actively participates and makes recommendations in the selection, hiring and discipline processes. The Records Supervisor is also responsible for operational procedures related to the Business Office and Records Bureau.

SUPERVISORY RELATIONSHIP:

The Records Supervisor reports directly to the Records Bureau Manager. Work is performed under general supervision and in accordance with applicable local, state and federal laws and regulations including those pertaining to law enforcement, records maintenance and public disclosure. The Records Supervisor directly supervises assigned Police Support Services Specialists.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Assigns, supervises, trains and evaluates work of assigned Police Support Services Specialists. Conducts training of new and current staff on programs, policy, procedures, law, standards, safety, and equipment. Participates in the selection of new employees and provides initial orientation for staff. Applies labor agreements and personnel policies. Works with Records Manager to develop performance standards and monitors performance. Conducts performance evaluations to guide the development of employees and provide a record of performance. Makes recommendations and implements employment actions, including discipline with department head approval. Provides counseling and conflict resolution.

2. Supervises the daily operations of the Business Office and the Records Bureau of the Police Department. Responsible for cash control, Department phone lines and walk-in clients/traffic. Supervises multiple units and acts as coach in team processes; schedules and conducts team meetings; provides guidance and direction in workflow, coordination of goals and objectives. Provides on-call assistance for staff after normal business hours. Under the supervision of the Records Manager, assists in planning, organizing, directing and evaluating the operations and functions of the Police Records Bureau and Police Business Office. Assigns work, monitors work flow; reviews and evaluates work product, methods and procedures; identifies and resolves problems as needed.

3. Responsible for maintaining continuous coverage by scheduling personnel; creates and maintains shift roster, shift bid, vacation bid and monthly schedule, overtime sign-up and assigns emergency coverage for sick leave or emergency case management; reviews and approves requests for vacations, overtime, and reviews time sheets for Records Manager approval.

4. Functions as Records Bureau expert on public records and disclosure; reviews complex requests for redaction and appropriate statute exemptions. Works with Records Manager to perform disclosure of non-routine requests such as high-profile cases or civil litigation. Reviews and prioritizes incoming public disclosure requests from the City website and monitors requests to make sure they are completed in a timely manner.

5. Assists Records Manager with analysis, coordination and monitoring of special projects, records policies and programs. Responsible for creation of operational procedures for Records Bureau and Business Office.

6. Contributes to division expertise by providing feedback, research and participation as a departmental representative on various departmental and City teams; provides effective communication, information flow and problem solving with other divisions and City or county departments such as, Municipal Court, Superior Court, Juvenile Court, Police Officers, and Detectives

7. Seals, expunges and destroys adult and juvenile records by order of the court. Responsible for daily maintenance of all paper and electronic records contained within the physical files and various databases in records management system; conducts research and verifies name changes and report deletions for audit control; supervises audit tracking of all record dissemination and work performed for other law enforcement agencies and service clients.

8. Responsible for research and preparation of background information for criminal investigations including credit reports and criminal history; responsible for extensive bi-yearly background checks for all Police personnel. Conducts initial and subsequent background investigations for all other non-Police (City) employees, vendors or contractors who work at Police sites or access Police systems. Conducts background investigations, approves and/or denies applicants for City regulatory licenses, including taxi driver, ambulance driver, and solicitor; and state licenses for concealed firearms, firearm dealers, firearm purchases and alien firearms. Reviews background investigations conducted by Bureau Staff and answers questions that come up during the background process. Reviews denials of Concealed Pistol Licenses and Pistol Transfers and serves as main point of contact for disputes or questions from citizens, working with Records Manager as necessary.

9. Prepares and manages Department’s office-related supply orders; procures equipment, resources and tools for personnel; monitors line-item expenditures for uniforms and supplies. Monitors operation of standard office equipment including computers and supporting database applications. Monitors supplies and arranges for maintenance of all Department copy equipment.

10. Responsible for forms control for the Department; creates, revises, and maintains all forms and other routinely used Police documents.

11. Conducts monthly audit of citations issued by officers and received by the Municipal Court for accuracy. Researches any discrepancies and reports monthly audit results to the Finance Department Accounting division.

12. Functions as the agency TAC (Terminal Agency Coordinator) working with Washington State Patrol to ensure compliance, background, and training standards.

ADDITIONAL WORK PERFORMED:

1. May perform duties of staff supervised, as necessary.

2. Responsible for analysis and resolution of non-routine and complex problems. This includes trouble shooting operational programs and equipment issues.

3. Reviews and assesses appropriate responses to mail, voicemails, and incoming e-mails; delegates to staff for action.

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

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS AND ABILITIES):

Knowledge of:
- Thorough knowledge of the principles and procedures of supervision including the planning, organizing, and delegating of work; evaluating performance, setting up complex record-keeping systems and developing an effective work team.
- Thorough working knowledge and understanding of City and Police Department policies and procedures.
- Thorough working knowledge of public disclosure laws, criminal records and privacy laws, Juvenile Justice Act, and other related statutes.
- Thorough technical knowledge of operational programs and services provided in the Records Bureau.
- Working knowledge of labor contract provisions for the workgroup
- Thorough working knowledge and ability to accurately interpret various City, state, and federal laws.

Skill in:
- Stress tolerance and the ability to handle several tasks simultaneously while maintaining accuracy and attention to detail in an environment of frequent interruptions.
- Strong oral communication skills and interpersonal sensitivity for developing and maintaining effective working relationships with employees, other Department and City personnel, county, state and law enforcement agencies and the local community.
- Good time management skills; ability to continually assess priorities and revise work scheduling to accommodate 24/7 operations.
- Strong customer service skills to work with a variety of citizens and personnel using tact, courtesy and good judgment.
- Strong skills in organization and planning, problem analysis, decision making, adaptability, and flexibility.
- Strong literacy skills including reading, composition, knowledge of standard and business English usage, punctuation, spelling, grammar, and formatting.

Ability to:
- Maintain exceptional discretion and confidentiality with regard to highly sensitive information, documents and data.
- Manage and tolerate high stress in emergency situations.
- Work independently to carry out the responsibilities of the position.

- Prioritize, delegate, and review work assignments, including the ability to give written and oral instructions, and motivate employees.
- Utilize computerized information systems, and proficient use of word processing, spreadsheet, and several database programs.
- Operate a 10-key calculator with accuracy.
- Willingness to work an abnormal work schedule as required.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Result Orientation, and Teamwork and Cooperation.
  - Physical ability to perform the essential functions of the job, including:
  - Frequently operate a computer and read a computer screen or typewritten page;
  - Ability to communicate with city employees and the public;
  - Move between work sites;
  - Lift and carry materials weighing up to 25 pounds on an infrequent basis;

WORKING ENVIRONMENT:

Work is primarily performed in an office setting with long periods of sitting or standing. Office environment is a high stress environment with frequent emergency requests for information. Works with a variety of office equipment. May be required to work extended hours to meet the needs of the department including evenings, weekends and holidays.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Three years of progressively responsible experience as a Specialist in a Police Department Records Bureau
  OR
- An equivalent combination of education and experience in personnel management, records management, administrative support, criminology or public administration including experience in a supervisory role to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.
- Associates degree preferred.
- Two years of supervisory experience preferred.
- Records management experience preferred.

NECESSARY SPECIAL REQUIREMENT:

- Ability to obtain and/or maintain certification as a Level II ACCESS Operator within six months of hire
- Employment contingent upon passing a criminal convictions check, background investigation, polygraph examination and fingerprinting. Subject to re-check every five years.
- Ability to work extended hours and/or evenings, weekends and holidays as required.

PREPARED BY: Flaherty/Hill/Klemanski/
Joint Classification Committee
11/02

REVIEWED BY: _____
Rebecca Mertzig
Chief of Police

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