



City of Pacific Grove  
Established Date: 12/18/2013

## POLICE RECORDS SUPERVISOR

**SUMMARY:** Under general supervision, supervises Pacific Grove Police Department (PGPD) Records Unit functions and staff; assures that records management policies and procedures are followed, that accuracy and security standards are met, and that administrative issues are properly addressed and resolved.

**ESSENTIAL FUNCTIONS:** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Supervises the PGPD Records Unit; works independently and makes appropriate decisions based on knowledge of City policies and PGPD procedures; performs duties within scope of authority.
- Supervises and schedules assigned staff, prioritizes projects, evaluates performance, and resolves workload and technical issues; assures that quality and timeliness standards are met, and appropriate services are provided; assures compliance with state and Federal regulations.
- Provides technical guidance, and interprets policies and procedures governing the confidentiality requirements and release of police records and information; answers questions and resolves issues.
- Monitors Records Unit operations, and assures that security protocols are followed, and all reports and paperwork are completed in a timely manner; updates, corrects, retrieves, and releases information according to procedures; reviews and releases edited PGPD records information.
- Researches critical issues, reviews and evaluates records and files, and prepares summary reports.
- Testifies as required.
- Responds to and resolves customer service issues in a courteous and respectful manner; resolves computer record errors and customer requests within scope of authority.
- Oversees the property and evidence room; assists Officers as needed; assures procedures are followed and security standards are maintained.
- Performs administrative functions, including payroll, purchasing, and operations reports; attends meetings, and takes and transcribes notes.
- Performs duties of Police Services Technician as needed to meet workload demands.
- Supports the relationship between the City of Pacific Grove and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

### MINIMUM QUALIFICATIONS:

#### Education, Training and Experience Guidelines:

High School Diploma or GED equivalent; AND four years experience in technical records management, preferably in PGPD or another California law enforcement agency; OR an equivalent combination of education, training, and experience.

#### Knowledge of:

- City policies and procedures.
- Policies, rules and regulations governing the conduct and safety of police records programs.

- National Crime Information Center (NCIC), and California Law Enforcement Telecommunications System (CLETS) quality and security standards for police records.
- Procedures for the management of official documents.
- Principles and practices of confidential records management, and file maintenance.
- Business computers, and specialized software applications for police records systems.

**Skill in:**

- Managing the PGPD records program and operations.
- Analyzing technical issues, evaluating alternatives, and making recommendations based on findings.
- Interpreting and explaining standards and protocols for release of confidential information.
- Explaining Federal and state rules and regulations, and City policies and procedures.
- Assessing and prioritizing multiple tasks, projects and demands.
- Supervising staff, delegating tasks and authority, and evaluating staff performance.
- Using initiative and independent judgment within established procedural guidelines.
- Dealing tactfully and courteously with the public.
- Following and enforcing verbal and written instructions and procedures.
- Establishing and maintaining cooperative working relationships with co-workers.
- Communicating effectively verbally and in writing.

**LICENSE AND CERTIFICATION REQUIREMENTS:**

A valid California State Driver's License may be required. Terminal Operator Certification for access to NCIC/CLETS, and California Commission on Peace Officer Standards and Training (POST) Records Supervisor Certification are required within six months of hire.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

Work is performed in a standard office environment.