

City of South San Francisco
Human Resources Department

Supervising Police Records Specialist

Class Description

Definition

Under general supervision, plans, organizes, directs, supervises and participates in the performance of records and property/evidence related duties, as well as, functions as working supervisors on assigned shifts; schedules staff, conducts employee evaluations, and makes recommendations concerning personnel matters; and performs related duties.

Distinguishing Characteristics

The classification is distinguished from the next lower class through its ongoing supervisory duties on an assigned shift. It is distinguished from the higher-level management classification in that the incumbent is responsible for all Records and Evidence operations with attendant administrative functions. Depending on the shift assigned, work is performed independently or under general supervision.

Typical and Important Duties

1. Establishes schedules and methods for the processing of Police records and the processing and maintenance of property and evidence within the Police Department.
2. Performs any of the duties set forth in the lower-level related Records or Evidence class specifications.
3. Plans, organizes, and directs the work of staff on an assigned shift; schedules and prioritizes work; observes work performed to ensure compliance with standards; approves time off; conducts employee evaluations; and provides effective recommendations on all personnel actions.
4. Trains or supervises the training of new records and property/evidence staff; provides state-mandated training on relevant matters to other department staff, as necessary.
5. Oversees and performs work related to the release of records and information.
6. Oversees and performs work related to the storage, maintenance and control of property and evidence.
7. Prepares and maintains training manuals.
8. As required, prepares special reports and monthly arrest and statistical reports for the Department of Justice.
9. Acts as division head in the absence of the manager.
10. Serves as a liaison with other departmental units as well as other City departments and law enforcement agencies.
11. Oversees and administers LiveScan passwords and security.
12. Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.
13. Performs related duties and responsibilities as assigned.

Job-related Qualifications

Knowledge of:

- Basic principles of supervision.
- Records systems and procedures.
- Procedures involved in the collection and recording of evidence.
- Laws and regulations governing Records and Evidence activities.
- Organization and functions of law enforcement agencies in general.

Ability to:

- Effectively supervise Records and Evidence personnel.
- Acquire a thorough knowledge of division procedures and regulations, and of applicable departmental regulations, and City policies.
- Follow verbal and written instructions.
- Prepare accurate and concise reports.
- Communicate effectively in writing, verbally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Represent the City, the department, or the organizational unit effectively in contacts with representatives of other agencies, City departments, and the public.
- Establish and maintain cooperative relationships with those contacted in the course of the work.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures.
- Work in a safe manner, following City safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Effectively monitoring customer activity and needs in a Records and Evidence environment.
- Entering and retrieving data from a computer with sufficient speed and accuracy to perform the assigned work.
- Typing at an acceptable level of speed and accuracy to perform the duties satisfactorily, which is 35 wpm.
- Performing numerous tasks properly and simultaneously with ease.

Experience and Training

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Two years of progressively more responsible experience as a Police Records Specialist. Prior supervisory or lead experience is preferred.

Training:

Graduation from high school or GED.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Able to use standard office equipment, including a computer; mobility to work in a typical office setting to use standard office equipment; sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, and radio; lift and carry 35 pound boxes, files, and materials.

Work Environment:

Work in a standard dispatch center environment.

Ability to:

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; handle public information emergency situations.

Additional Information:

- Approved: 5/08/2014
- Revised Date: N/A
- Former Titles: None
- Abolished: N/A
- Bargaining Unit: PA
- DOT: No
- Status: Classified/Non-exempt
- Job Code: C200