

## LEGEND:

*Additions**Deletions*

Approved November, 2009

Proposed October, 2018

**CITY OF SANTA CLARA, CALIFORNIA**  
**POLICE RECORDS SUPERVISOR**  
 (644)

**EDUCATION AND EXPERIENCE****Education and experience equivalent to:** *Minimum Qualifications:*

- Graduation from high school or possession of a GED ~~certificate~~ **and one of the following experience requirements:**
- ~~A) Five (5) years of clerical and typing experience.~~ *OR three (3) years of experience as a Police Records Specialist or equivalent in a California law enforcement agency*
  - ~~College education with special emphasis in police administration or related fields may be substituted for up to three years of experience at the rate of one year of education (30 semester units or equivalent) for one year of the required work experience.~~
- ~~B) Three (3) years experience as a Police Records Specialist or equivalent in a California law enforcement agency.~~

*Possible Substitutions:*

- *College education with special emphasis in police administration or related fields may be substituted for up to three years of clerical and typing experience at the rate of one year of education (30 semester units or equivalent) for one year of the required clerical and typing work experience.*

**Desirable Qualifications:**

- Public contact experience working in a lead or supervisory capacity is desirable.

**LICENSE(S) AND CERTIFICATION(S)**

- Possession of an ~~appropriate~~ valid California *Class C* driver's license *at the time of appointment and for the duration of employment*
- Completion of a P.O.S.T. certified Police Records Supervisory course within one (1) year of appointment
- Certification of the ability to type at a net rate of ~~50-30~~ wpm on a computer keyboard is required
- All candidates will be required to pass a City background investigation, which will include fingerprinting, and polygraph and psychological testing

**SPECIAL CONDITIONS**

- Incumbents of this class are assigned to work odd and unusual hours including day, swing and graveyard shifts, and weekends and holidays
- Incumbents are also required to work overtime hours as assigned

## POLICE RECORDS SUPERVISOR (continued)

- Incumbents are expected to become proficient in the use of self-defense, Basic First Aid, Cardiopulmonary Resuscitation (CPR), and chemical agents through training
- Incumbents will be required to satisfactorily complete and pass biennial telecommunications training/testing as mandated by the California Department of Justice and the Federal Bureau of Investigation (National Crime Information Center) and any local or county automated systems training programs

### DISTINGUISHING CHARACTERISTICS

This is a supervisory position in the classified service responsible for assisting in the planning, supervision, and coordination of the police records section. Incumbents perform the most difficult and complex of clerical tasks not of a routine nature and exercise independent judgment in resolving problems.

### TYPICAL DUTIES

~~Each position in this classification may not include all the duties listed below, nor do the examples cover all the duties that may be performed~~ *Duties may include, but are not limited to, the following:*

Under general supervision:

- Performs highly complex specialized recordkeeping and tasks related to police functions by using automated and manual systems
- Types/transcribes a wide variety of material from dictated and written copy, marginal notes, or verbal instructions, including: letters, reports, legal documents, requisitions, warrants, vouchers, work orders, and various other forms, materials, and statistical data
- Checks police files on suspected persons, vehicles, or property for possible warrants or stolen status and communicates file information to Police Officers in the field
- Operates two-way police radio, computer terminal, and other standard office equipment such as telephone, ~~typewriter~~, dictation machine, copy machine, and calculator
- Using radio, computer terminal, and other appropriate equipment, provides officers in the field with information on individuals and vehicles and sends, receives, and updates information on the status of warrants
- May interact with distressed persons, including prisoners and young children
- May be required to perform pat ~~or strip~~ searches on persons of the same gender in custody
- Uses interpersonal skills in dealing with irate persons and emergency situations
- Assigns, coordinates, supervises, and evaluates the work of subordinate records personnel on an assigned shift
- Manages clerical procedures and incoming/outgoing information and records
- Audits monies received for the purchase of police reports or other items for which funds are received and prepares related reports
- Monitors employee workload
- Prepares employee work schedules
- Develops/conducts training programs
- Reviews requests for the release of police reports
- Accurately enters and retrieves information from police databases
- Answers inquiries and complaints from the public at the counter and by telephone, providing

## POLICE RECORDS SUPERVISOR (continued)

and obtaining information in accordance with prescribed policies and regulations, and obtains pertinent information regarding complaints in accordance with prescribed policies and regulations

- Testifies in court as required
- Represents the department at meetings and/or serves as liaison with other criminal justice agencies involving records or telecommunications issues
- ~~Regularly performs the duties of a Police Records Specialist I/II~~
- Performs other related duties as assigned

### KNOWLEDGE, SKILLS, AND ABILITIES

#### AS A POLICE RECORDS SPECIALIST:

##### Knowledge of:

- ~~Proper English grammar and spelling~~
- ~~Basic arithmetic~~
- ~~Prisoner control techniques~~

##### Ability to:

- ~~Communicate clearly and effectively in English in person, over the telephone, and over the two-way police radio, enunciating clearly and distinctly~~
- ~~Maintain confidential information~~
- ~~Perform varied and complex clerical work both rapidly and accurately~~
- ~~Handle multiple priorities, organize workload, and meet strict deadlines~~
- ~~Establish and maintain tactful, courteous, and effective working relationships with those contacted in the course of work, including the general public~~
- ~~Understand and carry out written and oral instructions~~
- ~~Type 50 net words per minute from clear copy~~
- ~~Learn and use standard police broadcasting codes and procedures~~
- ~~Operate two-way radio receiving and transmitting equipment~~

#### AS A POLICE RECORDS SUPERVISOR:

##### Knowledge of:

- A variety of automated and manual law enforcement information systems such as CLETS and CJIC, etc.
- Police department procedures and policies
- Laws, codes, and regulations relevant to police operations and confidentiality
- Principles and practices of supervision

##### Ability to:

- Interpret laws, regulations, and procedures to ensure compliance in all areas and responsibilities
- Communicate effectively verbally
- Communicate effectively in writing using proper English grammar and spelling
- Compile information for statistical reports

## **POLICE RECORDS SUPERVISOR (continued)**

- Use word-processing, spreadsheet, and scheduling software proficiently in performance of job duties
- Establish and maintain tactful, courteous, and effective working relationships with those contacted in the course of work, including coworkers, supervisors, and the general public
- Provide lead supervision
- Motivate and counsel subordinate staff
- Complete performance evaluations for staff supervised
- Handle multiple priorities, organize workload, and meet strict deadlines
- Resolve problems of a complex nature
- Make effective decisions without supervision and based on well thought out rationale
- Take appropriate action in a variety of work situations
- Bend, stoop, reach, carry, crawl, climb and lift **25 pounds** as necessary to perform assigned duties
- Ability to physically restrain, control, or subdue subjects in custody
- Effectively receive broadcast information over the telephone and/or two way radio

### **SUPERVISION RECEIVED**

Works under the general direction of the Police Records Manager or other supervisor as assigned.

### **SUPERVISION EXERCISED**

Supervises Police Records Specialists and other personnel as assigned.

### **OTHER REQUIREMENTS**

Must be able to perform all of the essential functions of the job assignment.

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**LICENSE(S) AND CERTIFICATION(S)**

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**SPECIAL CONDITIONS**

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## **POLICE RECORDS SUPERVISOR (continued)**

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### **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of:

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## **POLICE RECORDS SUPERVISOR (continued)**

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