

RECORDS SUPERVISOR/ASSISTANT TO THE CHIEF OF POLICE

DEFINITION

Under general supervision, performs a variety of administrative, secretarial, and office support duties of considerable complexity requiring thorough knowledge of the Police Department, its procedures, and operational details; provides records maintenance and management services; provides administrative support to the Chief of Police and related management and departmental staff; supervises office support staff; composes and prepares correspondence and reports using considerable judgment in content and style; provides information to the public and staff; provides assistance for a wide variety of assignments related to administration of budgets, contracts, research projects, and department programs; coordinates assigned programs, projects, and services with other City departments and outside agencies; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned the Chief of Police. Exercises direct and general supervision over assigned office support staff.

CLASS CHARACTERISTICS

This is a single-position classification that performs a wide variety of specialized technical and administrative support work for the Chief of Police and related management and department staff. Responsibilities include performing specialized, confidential, and technical office support duties for the Police Department to ensure efficient service provision. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as a knowledge of departmental and City activities. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, as well as performing various research and budgetary support functions. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at this level requires a broader understanding of department and City functions and the capability of relieving the Chief of Police of day-to-day office administrative and coordinative duties.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Relieves Chief of Police of a variety of administrative details by assisting with duties of an advanced, complex, and sensitive nature; plans, organizes, and carries out administrative assignments and special projects related to assigned department, including assisting with budget preparation, planning, and implementation; recommends organizational or procedural changes affecting support activities; recommends improvements in work flow, procedures, and use of equipment and forms.
- Assists or administers assigned department projects and/or programs as assigned; provides assistance to department staff in various research and department-related projects.
- Organizes and carries out administrative assignments; researches, compiles, audits, and organizes information and data from various sources on a variety of specialized topics, including for State of California Uniform Crime Reporting; checks and tabulates standard mathematical or statistical data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.

- Oversees the maintenance, update, and disposal of records according to established policies and procedures, including developing records retention schedules, tracking and filing records, and redacting confidential information when required; purges records and files as required.
- Serves as California Law Enforcement Telecommunication System (CLETS) Coordinator; provides training and administers testing to new hires on system and security; coordinates department re-certification testing; maintains accurate records; serves as contact for CLETS, Criminal Offender Record Information (CORI), Criminal Justice Information Services (CJIS), and National Crime Information Center (NCIC) audits and ensures accuracy of records and reports.
- Composes, types, edits, and proofreads a variety of complex documents, including forms, memos, administrative, statistical, financial, and staff reports, presentations, and correspondence for department staff; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections.
- Screens calls, visitors, and incoming mail; receives and responds to calls received; provides information to the public by phone or in person to ensure an understanding of department and City policies and procedures; listens to questions and interprets and applies regulations, policies, procedures, systems, rules, and precedents according to existing guidelines; responds to citizen and staff inquiries and complaints; refers citizens to the appropriate department source; coordinates or resolves problems of a moderate nature when appropriate.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Monitors and orders office and other related supplies; prepares, processes, and tracks purchase requisitions for services and materials; receives vendor invoices; prepares request for payment for department head approval.
- Performs financial and accounting related duties, including processing invoices, reconciling credit card statements, assigning account numbers, obtaining appropriate signatures, and tracking expenditures.
- Acts as a department representative within community groups to relay or obtain relevant information regarding departmental activities.
- Coordinates and integrates department services and activities with other City departments and outside agencies.
- Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, facsimile machines, and multi-line telephones, and other department-specific equipment.
- Maintains department personnel files, including processing personnel action forms, timesheets, and sensitive/confidential personnel issues, filing pertinent documents, maintaining files in a secure location, and providing information to supervisors and managers; prepares supervisor generated performance evaluation forms; processes accident/incident/workers' compensation claim forms; conducts department new hire orientation; tracks staff training requirements.
- Maintains calendars and makes meeting arrangements; schedules meetings for City staff or between City staff and other groups or organizations; arranges for necessary set-up and materials to be available at meetings.
- Supervises and trains assigned staff to ensure office work flow is maintained and office goals are met; assigns work according to changes in workload priorities; evaluates office and administrative functions to recommend changes in office procedures; completes performance evaluations and participates in hiring and termination decisions.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Business mathematics and basic statistical techniques.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Perform responsible administrative and secretarial support work with accuracy, speed, and general supervision.
- Provide varied and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Interpret, apply, and explain applicable Federal, State, and local laws, rules, regulations, policies, and timelines, as well as complex administrative and departmental policies and procedures.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to the completion of twelfth (12th) grade supplemented by college-level coursework and/or technical training in secretarial science and/or office administrative support and three (3) years of responsible administrative support experience for an executive-level manager.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of, or ability to obtain, Peace Officer Standards and Training (POST) Records Supervisor certificate is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.