POLICE RECORDS SHIFT LEADER

Definition:

Under general direction coordinates, leads and monitors the work of police records staff on an assigned shift; participates in the processing and maintenance of police department reports, records and files; performs matron duties for female prisoners and performs related work as required.

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Operates a personal computer, printer, applicable software and typewriter to prepare a wide variety of documents and reports, process forms and produce correspondence.

Reviews report requests from the public and performs quality control audits on all incoming crime reports.

Coordinates, leads and monitors the work of police records staff as assigned.

Directs, schedules, trains and assists in the evaluation of assigned staff.

Monitors attendance of assigned staff and reviews and approves time reports and vacation requests/schedules.

Coordinates the Live Scan applicant fingerprinting service with other users to include equipment maintenance, fee collection/billing and appointment scheduling.

Prepares monthly statistical reports for the Federal Bureau of Investigation (FBI) and Department of Justice (DOJ) which verify the accuracy and completeness of records.

Prepares for and participates in DOJ, Criminal Offender Record Information (CORI) and National Crime Information Center (NCIC) audits.

Acts as a certified trainer for the California Law Enforcement Telecommunications System (CLETS).

Evaluates recordkeeping processes, equipment and supply levels and recommends changes and improvements.

Interprets and explains rules, regulations and department procedure.

Responds to questions and complaints regarding policies and practices.

Acts as a matron to ensure the security of female prisoners including patting down and strip-searching female prisoners and visually checking all orifices of the body of a female prisoner.

Makes recommendations as to the revision and maintenance of instruction manuals for staff use.

Assists assigned staff with a variety of work and provides technical direction and support.

Other Duties and Responsibilities Include:

Performs other projects/tasks as assigned.

May lift and move boxes of files and other items weighing 30 pounds or less.

Class Characteristics:

Police Records Shift Leader is a multi-incumbent class in the Police Department. Incumbents lead, direct and provide technical assistance to staff on an assigned shift dealing with sensitive law enforcement data and engaged in a variety of police records activities. Incumbents personally perform the more difficult police records management duties, exercise a substantial degree of responsibility and independent judgment and solve work related problems independently. All Police Records Shift Leaders assigned to the Police Records division are assigned to matron duty for female prisoners. Therefore, all Police Records Shift Leaders must be female.

Contacts and Relationships:

A Police Records Shift Leader establishes and maintains contact with other Police Department staff. Additional contact will occur with law enforcement representatives from other agencies, court officials and the general public.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class include the following:

Knowledge of:

Laws, court practices and departmental procedures relating but not limited to subpoenas, warrants, evidence, trial proceedings, privacy protections and criminal records.

Police records filing, coding and recordkeeping/records management systems.

English usage, spelling, grammar and punctuation.

Basic principles of supervision and training.

Computer applications related to area assigned.

Business math.

Receptionist and telephone techniques.

Report writing.

AND

Ability to:

Perform a variety of responsible and sensitive recordkeeping work and maintain the confidentiality of information as prescribed by law.

Determine how individual cases should be handled based on departmental policies.

Understand and carry out oral and written instructions independently.

Assemble data and prepare reports.

Apply rules, regulations and policies applicable to the area assigned.

Independently set up and maintain records and complex files.

Adhere to multiple deadlines and handle multiple projects.

Make accurate mathematical calculations.

Operate a personal computer and use applicable software.

Communicate effectively orally and in writing.

Meet the public with courtesy and tact.

Establish and maintain effective relationships with those contacted in the course of work.

Read and write at the level required for successful job performance.

Perform the more difficult and technical records management duties with little or no supervision and handle multiple projects.

Coordinate, direct and organize the work of others and train assigned staff.

A typical way to obtain the knowledge and abilities is as follows:

Education:

Graduation from high school.

AND

Experience:

Four years of increasingly responsible police records related experience including some lead or supervisory experience.

Special Requirements Include:

Type at a net speed of 45 words per minute.

Must be able to successfully pass a Police Department pre-employment screening process.

Certification as a trainer for the California Law Enforcement Telecommunications System (CLETS) within 12 months of appointment to this classification.

If assigned to the Police Records Division must be able to perform as a matron and be able to work a flexible schedule including rotating shifts, overtime, emergency callback, nights, holidays and weekends to accommodate City needs.

Physical Tasks and Working Conditions Include the Following:

Work is performed in an office environment and requires sitting for prolonged periods of time and the use of a computer, keyboard and related equipment. The incumbent stands, walks and may twist, reach, bend, crouch and kneel, climb stairs and ladders and grasp, push, pull, drag and move boxes of files and other office items weighing 30 pounds or less. When performing matron duties the incumbent may deal with combative prisoners, be exposed to prisoner-related health hazards including blood and other bodily fluids/products, communicable diseases and human-borne parasites. The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation: Non-exempt.

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