

## **POLICE RECORDS SHIFT SUPERVISOR**

### **JOB DESCRIPTION**

**Classification Responsibilities:** A Police Records Shift Supervisor is responsible for supervising a staff of specialized clerical and administrative personnel assigned to the Criminal Justice Information Division, which is a twenty-four hour a day, seven days per week operation. An incumbent supervises employees performing the Criminal Justice Information Division functions of processing, filing, retrieving, and distributing police records; entering police report information into an automated police records system; quality control; and classifying reports using the National Incident Based Reporting System (NIBRS) guidelines. Supervisory responsibilities include work assignment/review, staff scheduling, timekeeping, leave approval, resolution of personnel problems, training, and performance evaluation. A Police Records Shift Supervisor assists in the development and implementation of policies and procedures regarding day-to-day operations and training programs/procedures for the Criminal Justice Information Division. In addition, this class develops workflow processes to ensure maximum effectiveness and helps revise office procedures in accordance with changes in regulations and policies. An incumbent is required to make decisions on operating problems and assume responsibility for the results of decisions made. A Police Records Shift Supervisor may assist in the performance of other Records duties as necessary to maintain schedules and meet deadlines. This class performs related duties as required.

**Distinguishing Features:** Police Records Shift Supervisor is a civilian classification that provides assistance with monitoring police records management and information procurement needs and ensuring compliance with local, state, and federal security/privacy requirements. The work often involves public contact with irate persons requiring considerable tact and persuasion. Supervision is received from the Police Records Supervisor through meetings, conferences, and reports regarding the volume, accuracy, and timeliness of work processed and overall results achieved. Rotating shift work including nights, weekends, and holidays is required. This class is FLSA nonexempt.

### **QUALIFICATIONS**

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from high school. Three years of progressively responsible office clerical, customer service, or public safety administrative experience. This experience must include at least six months of supervisory work, lead work, trainer responsibilities, or six months as a Police Records Specialist II or III.

**Special Requirement.** Because of the confidential, sensitive nature of the information handled, successful completion of a background investigation and polygraph is required.

**Substance Abuse Testing.** Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug, and/or controlled substance testing as outlined in City policy and procedures.

**Preferred/Desirable Qualification.** Experience with a Police Department records management system is preferred. Experience with automated records systems is highly desirable.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates with the general public, sworn officers, other City employees, and law enforcement related agencies, in order to provide requested information regarding police reports and cases. Communicates with subordinates regarding performance and departmental policies/procedures. Instructs and trains subordinates. Prepares written documents such as: performance evaluations, monthly documentation, training manual updates, meeting minutes, and memos with clearly organized thoughts using proper sentence structure, punctuation, and grammar.

**Manual/Physical:** Reviews the work product of subordinates to ensure compliance with standard operating procedures, federal and state regulations, and departmental policies. Observes subordinates perform tasks to ensure proper procedures are followed. Enters data or information into an automated Records Management System (RMS) and Arizona Crime Information Center (ACIC)/National Crime Information Center (NCIC). Operates a variety of standard office equipment including a personal computer (PC), copier, telephone, cassette tape duplicator, cash register, facsimile machine, teletype equipment, ten-key calculator, and microfiche reader and microfilm equipment in order to research information, compile statistical reports, complete bank deposits, copy reports, accept payments, and balance registers. Processes and tracks Rule 15 Statute requests for reports, records, and other evidentiary documents. Processes NCIC/FBI warrant inquiries after fingerprint comparison hit. Maintains the release process for the document management system and identifies problems or system errors. Approves bond-out funds and information processed by Police Record Specialist I or IIs to ensure funds and information are correct. Approves Mesa Adult Arrest Records Searches completed by Police Records Specialist I and IIs to ensure criminal history is listed correctly. Approves public record requests to ensure the material is released and redacted per department guidelines. Sorts and files supplementary police reports and incoming mail.

**Mental:** Plans, organizes, and directs the activities of a shift of assigned employees. Supervises and evaluates the work of subordinate personnel. Prioritizes and assigns work to subordinate personnel. Prioritizes own work. Resolves procedural and other work-related problems by one-on-one consultations, making suggestions, and discussing issues in supervisor's meetings. Performs mathematical and statistical computations to figure error rates, balance petty cash and bond registers, and compile totals from daily log sheets. Comprehends and makes inferences from written material including departmental general and operations orders, various statistical reports, memos, letters, and training manuals. Points out discrepancies in report information and/or court filings to detectives or supervisors. Responds to requests from the public for information and releases information according to outlined policies and procedures. Learns tasks through on-the-job structured training programs and comprehensive training manuals.

### **Knowledge and Abilities:**

Knowledge of:

the organization, records systems, and office procedures and practices of a Police Department Records Section, particularly with respect to collecting, indexing, filing, and releasing information and criminal records;

the rules and regulations of criminal procedures, state codes, and City ordinances;

federal and state law enforcement agencies, their functions, jurisdictions, and procedural and operational

relationships to the police records function;  
current federal and state privacy and security regulations and their application to Police Department files;  
basic data processing methods;  
the various criminal justice information systems;  
modern office practices, procedures, and equipment; and  
the English language and basic writing techniques.

Ability to:

exercise sound judgment in making decisions in accordance with laws, ordinances, regulations, and departmental policies and procedures;  
adjust to changing workloads and work standards, including rotating shift work;  
deal tactfully with requests for information or services;  
maintain confidentiality and security of records and information;  
train employees on an individual basis to perform quality control checks on police reports, enter and retrieve data on the automated records system, assign NIBRS codes to police reports, and perform all other records tasks;  
determine when an employee is proficient at a task;  
participate in the selection of applicants for hire and for promotion;  
count monies and balance cash registers; and  
establish and maintain effective working relationships with subordinates, police personnel, management, other City employees, other law enforcement agencies, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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JOB FCTN-ADM

INCREMENTS 59-200

PAY GRADE: 49

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