

City of Capitola

## RECORDS MANAGER

### GENERAL PURPOSE

The Records Manager (RM) is a full-time supervisory position responsible for the supervision of Records Clerks, Parking Enforcement Officers, and reports directly to the Captain of the Support Services Division. The RM must be able to perform all the functions assigned to Records and Code Enforcement Officers.

### SUPERVISION RECEIVED:

Works under the general guidance and direction of the Captain of Support Services.

### SUPERVISION EXERCISED

Exercises supervision over records clerks, data entry, code enforcement officers.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The RM is responsible for managing all aspects of the records management system. The RM ensures efficiency and compliance with laws, policies and procedures; and oversees the preparation, processing, indexing, storage, retention and disposition of all reports and citations. The RM is the custodian of records for the Capitola Police department, accepting legal liability for the release of police records. The RM responds to all record inquiries and subpoenas.

The RM must be able to apply laws, court decisions, rules and regulations on the use and confidentiality of police reports. The RM also develops new and continuing training to ensure compliance levels for employees governed by law.

Direct the operation of the Records Division and Code Enforcement Unit to ensure efficiency and compliance with laws, policies and procedures; oversee the preparation, processing, indexing, storage, retention and disposition of incident, traffic and criminal reports, as well as criminal, moving and parking citations. Ensure that department records are properly maintained, distributed, filed and purged in accordance with policies, procedures and regulations.

Apply laws, court decisions, rules and regulations on use and confidentiality of police reports. Develops new and continuing training needs to ensure that training compliance levels for employees governed by state mandated training are maintained. Prepare employee performance evaluations; work with employees to correct deficiencies in performance; implement disciplinary actions, recommend employee terminations.

Serve as “Custodian of Records” for police department, accept legal liability for the release of police records; respond to record related subpoenas.

Serve as the agency terminal coordinator and primary contact for DOJ/NCIC coordinator and information distribution.

Coordinate the completion of department and state statistical reports: ensuring that legally required data are provided to DOJ.

Confer with citizens, attorneys, peace officer and city officials on problems and requests as they relate to records, communication and training.

Investigate complaints/concerns pertaining to employee performance.

Testify in court and other legal proceedings.

The RM is required to demonstrate the knowledge of:

Principles and techniques of management, supervision and training.

Principles of public and police administration, organization, budgeting, and personnel management.

Functions and relationships of the criminal justice system.

Manual and automated records management systems.

Criminal justice information systems.

Laws, regulations and principles governing records management.

Relevant federal, state and local laws and how to apply them.

How to assemble, analyze, evaluate data, and prepare clear and concise reports.

The position of RM has an office in an open, oftentimes noisy area of the police department. The RM may be required to answer phones, screen calls, service a public windows, often all at the same time. Operation of a cash register while selling permits and releasing vehicles is also required. The RM also provides support to the Administrative Assistant as needed.

Due to the extensive legal and physical responsibilities of the RM, and the required management of CORI, the RM must pass an exhaustive background investigation, a psychological examination, and a thorough physical.

PERIPHERAL DUTIES

Ability to interpret and apply oral and written materials in directing and evaluating subordinate employees.

Ability to supervise and evaluate performance of records clerks, communication personnel, and code enforcement officers.

Identify and direct staff training.

Ability to ensure compliance with federal, state and local ordinances relating to reporting of crimes, arrests, reports and citations.

## DESIRED MINIMUM QUALIFICATIONS

Necessary Knowledge, Skills and Abilities:

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

Experience: Five years progressively responsible experience performing a variety of police records functions.

Training: Equivalent to the completion of the twelfth grade supplemented by college level course work in public or police administration.

License or Certificate: Possession of, or ability to obtain, an appropriate, valid California driver's license.

## SPECIAL REQUIREMENTS:

### TOOLS AND EQUIPMENT USED

Telephone, personal computer including Windows 95 and specialized software (45 wmp keyboard skills), copy machine, fax, cash register, calculator, hand truck.

### PHYSICAL DEMANDS

The ability to hear normal speech and other audible events, even in combination with other environmental noise. This includes hearing voices transmitted by radio and telephone.

The ability to read or see objects under ambient, limited or artificial lighting and at a reasonable distance with sufficient clarity.

The ability to speak clearly in English and to be understood by others under normal or highly stressful circumstances, either directly or through amplified, radio or telephonic transmission.

The ability to alternately move from one place to another, to attend meetings held away from the police department.

Ability to interpret and apply oral or written material/instructions, including the ability to listen to or read abstract or directive instructional material and to apply that data correctly to practical circumstances.

Ability to supervise and evaluate performance of staff assigned to Records and Code Enforcement Units; identify and direct staff training.

Ability to ensure all telephone contracts are appropriately handled.

Ability to ensure compliance with federal, state and local statistical reporting requirement of crimes, arrests, accident reports and citations.

## WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

## SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Effective Date: