

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB TITLE: RECORDS SUPERVISOR

DEPARTMENT: VARIOUS

BASIC FUNCTION:

Under general direction, supervises and coordinates the preparation, processing and management of records; supervises assigned personnel; supervises reception desk operations; ensures compliance with applicable rules and regulations related to records management; ensures integrity of records and records release in accordance with local, state and federal laws and regulations; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS:

The Records Supervisor is a single-position class responsible for the supervision of records and departmental reception functions. The incumbent must also function as a member of the department's management team and participate actively in addressing issues of concern to the department which at times may not have a direct impact on his/her area of specialization.

When assigned to the Police Department, the Records Supervisor is a non-sworn position.

KEY RESPONSIBILITIES:

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Supervises and participates in activities involving the preparation and processing of records; directs files management; maintains security of records and ensures that information is released in accordance with laws and established departmental policy and procedures.

Supervises reception desk operations; directs record keeping and ensures security of the cash register and petty cash; authorizes requests for replacement funds and approves the use of petty cash vouchers in accordance with established policy and procedures.

Provides instructions to subordinates and answers questions; coordinates the scheduling and completion of work unit projects by determining operational priorities and resolving work load problems; inspects work for accuracy and completeness; evaluates work techniques and methods for conformance to established work standards, and alters methods or procedures as necessary to achieve objectives.

Responds to inquiries from the public, other departmental or city employees; resolves complaints; provides information requiring an understanding of departmental operations, policies and procedures.

Reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems; reviews needs with Records Manager, recommends improvements in workflow,

procedures, and use of equipment and forms; implements improvements as approved; reports division activities, problems, and highlights both orally and in writing to department management.

Responds to all subpoenas of record; as the Custodian of Record, ensures timely and appropriate response to subpoenas; appears in court to testify regarding the subpoenaed documents as required.

Conducts training; prepares and maintains operations manuals associated with records functions; advises and otherwise provides assistance to other department personnel regarding records services.

Participates in the development of, and implements policies and procedures relating to the preparation, processing, maintenance, access and use of records; notifies department personnel of changes to those policies and procedures.

Independently plans, coordinates, and reviews assigned activities and operations; assists with the maintenance, retrieval, protection, retention, and destruction of all records; determines schedules and provides adequate staffing for assigned staff.

Performs highly technical and complex tasks as assigned by the Records Manager; ensures compliance with applicable rules and regulations related to records management; ensures integrity of records and records release in accordance with local, state and federal laws and regulations, minimizing the city's liability exposure.

Manages, maintains and balances department's financial transactions, including cash intake, credit cards transactions and deposit documentation.

Assists the Police Records Manager in the development of goals and objectives of the division; participates in the implementation of approved policies and procedures; monitors work activities to ensure compliance with established policies and procedures.

Requisitions supplies and other materials as needed, and maintains an inventory of supplies; participates and assists in the evaluation of capital equipment required for record operations; assists in the resolution of problems relating to departmental office and telephone equipment.

Maintains and compiles statistical data, performs analysis and prepares reports; develops and submits recommendations as required.

Participates in the selection of subordinate personnel; evaluates performance; provides counseling and initiates disciplinary action.

Represents the department in relations with professional associates, other agencies and organizations; represents the immediate supervisor in his/her absence, in meetings or court appearances as assigned.

Utilizes various computer applications and software packages; maintains and generates reports from databases or network system.

Conducts, attends, and participates in staff meetings as required; may attend public meetings or hearings.

When assigned to the Police Department:

Supervises NetRMS processes, including mandated deadlines as regulated by state and local laws and guidelines, including, but not limited to, in-custody arrests for the District Attorney's Office, firearm entries, serialized property entries, missing person entries, and stolen or impounded vehicle information for the Department of Justice (DOJ) and Federal Bureau of Investigations (FBI).

Ensures the accuracy of records in NetRMS to allow for the truest recording of actual events to be disseminated by crime analysis and be available to the public, allowing for an accurate image of the City for existing and new residents and businesses.

Supervises department-wide use of law enforcement websites and security of information in accordance with California Law Enforcement Telecommunications Systems (CLETS), DOJ and FBI guidelines, ensuring compliance for audits from those agencies.

Responds to routine subpoena duces tecum for department records; consults with the City Attorney's Office, District Attorney's Office, and DOJ as needed; understands Public Records Act laws relating to criminal records and appropriate case law regarding records requests.

QUALIFICATIONS:**Knowledge of:**

- Principles and methods of records management; computerized systems used for records management in municipal agencies; general office procedures.
- State and federal laws, codes, regulations and policies relating to the control of records.
- Practices of supervision, training and performance evaluation.
- English usage, spelling, punctuation and grammar.
- Planning, scheduling, and coordinating records activities.
- The operation of all automated equipment, and the performance of the most difficult tasks associated with a records systems.

When assigned to the Police Department:

- Organization and functions of a municipal law enforcement department.
- Principles and methods of law enforcement records management; computerized systems used for records management in municipal law enforcement agencies; general office procedures.

Ability to:

- Supervise, direct, train and evaluate others involved in related activity.
- Participate in the development of, and implement operational policies and procedures effectively.
- Develop and maintain cooperative relationships with those contacted in the course of work.
- Supervise and conduct sensitive investigations and maintain confidentiality and security of records and information.
- Maintain proper procedures for release or destruction of records per department policy and law.
- Prepare clear and concise administrative reports.

- Interpret, apply, and make decisions in accordance with applicable federal, state and local policies, laws and regulations.
- Respond to requests and inquiries from the general public.
- Recommend improvements in departmental operations and in the rules, regulations, and policies governing the department.
- Conduct detailed and organized internal audits to ensure the integrity of all records.
- Maintain a calm and professional demeanor at all times.
- Participate in the development and administration of program goals, objectives and procedures.
- Research, analyze and evaluate new service delivery methods and techniques.
- Compile data, maintain records and files and participate in the preparation of clear and concise reports.
- Oversee and participate in the provision of a high level of customer service to internal and external customers.
- Operate office equipment including computers and supporting word processing, spreadsheet and database applications.
- Establish and maintain effective working relationships with other employees, staff, vendors, outside agencies and the public.
- Communicate clearly and concisely, both orally and in writing.

EXPERIENCE AND EDUCATION:

Any combination of education and/or experience that could likely provide the required knowledge, skill, and ability is qualifying. A typical way to obtain the required knowledge, skill, and ability would be:

Three years of increasingly responsible experience in records preparation, processing, and maintenance, including or supplemented by specialized training in automated records systems.

Specialized training in records management and supervision is desirable.

When assigned to the Police Department, experience in police records preparation, processing, and maintenance, including or supplemented by specialized training in automated records systems is desirable.

DATE APPROVED: March 23, 2023