



Class Code: 0402
FLSA: Non-Exempt
EEO Category: Administrative Support
Bargaining Group: Non-Represented

Police Records Shift Supervisor

JOB SUMMARY

Responsible shift supervision of the Police Records Section, including training, assignment of duties, evaluation of subordinates and shift staffing. Provide oversight regarding quality and maintenance of police records and the proper release of police information.

SUPERVISION RECEIVED AND EXERCISED

Works under the general supervision of the Police Records Supervisor.

This position supervises subordinate staff in the Police Records section of the Salem Police Department.

ESSENTIAL JOB FUNCTIONS

(Any single position of a class will not usually involve all of the essential duties listed, and many positions will involve essential duties which are not listed.)

Supervises the police records operations during an assigned shift. Monitors assignments for the entry of police information into computer data bases, the release of towed vehicles and the dissemination of information through public record requests. Oversees front counter contact with the public and receipting and balancing of monies received for services.

Provides authorized information concerning incidents to citizens and other agencies or refers them to proper source.

Authorizes waiver of administrative fee on impounded vehicles. Processes the certified mail return receipts and unclaimed returned receipts for notification on towed vehicles. Processes vehicle consignments.

Conducts research of police records verifying case status through the District Attorney, City Attorney, and Oregon Justice Information Network (OJIN) files. Authorizes or denies the release of questionable dissemination of information or records. Processes invoiced billings and payments for record requests.

Receives subpoenas for the Records section, prepares report copies at the Legal

Department's request and delivers subpoenaed records to court as needed.

Processes Juvenile and Adult Expungement and Sealing Orders on Police Records.

Investigates and documents complaints concerning the conduct of personnel in handling inquiries of releasing information or front counter contacts. Acts as a resource both in and outside of the work unit. Assists subordinates with questions, concerns and hostile customers.

Maintains log of personnel on duty, equipment problems, and significant or unusual events. Reports equipment problems and arranges for repair service.

Assists in the selection process of subordinate shift personnel by setting up and conducting testing and participating in interview panel. Supervises, schedules and evaluates the work of shift personnel, including assisting in determinations of promotions. Handles disciplinary actions, grievances and terminations.

Oversees the preparation, maintenance and presentation of training materials of a formal training program that updates training of personnel. Evaluates trainee progress and ability, and monitors, reviews and evaluates shift personnel performance.

Reviews procedures and operations and makes recommendations for modification and improvement in operational procedures. Assists supervisor in developing new procedures.

Oversees safety procedures and drills for the Records Section. Participates in the Department safety meetings.

May fulfill the role of Law Enforcement Data System (LEDS) Representative for the Salem Police Department.

May assume the duties of the supervisor in his or her absence.

Applies budget numbers to requests and purchases, may assist in budget recommendations and maintains an awareness of expenditure report.

Attends meetings and various training seminars and conferences as required.

Performs other duties as required by supervisor.

MINIMUM QUALIFICATIONS

Education:

Associate's degree from an accredited college or university in business administration or a related field AND

Experience:

Two (2) years of experience in a related field OR

Any satisfactory equivalent combination of education, training and/or experience relevant to the position.

Certifications and Licenses:

Law Enforcement Data Systems Certificate to be obtained within 90 days of hire date.

Notary Public Certificate to be obtained within 90 days of hire date.

KNOWLEDGE AND ABILITIES

Knowledge of:

Techniques, methods, procedures and policies in the operation of a public safety records service.

Equipment used in a modern police records service.

Terminology and procedures used by police, fire, ambulance and other emergency services.

Contemporary office practices and procedures and basic office software products.

Ability to:

Function efficiently in stressful situations and provide leadership to others during these situations.

Communicate effectively verbally and in writing to a wide range of individuals.

Use police records service equipment such as scanners and microfilm machines.

Analyze operational policies and procedures and recommend improvements.

Speak and present effectively in front of large groups.

Work independently and make decisions with minimal supervision.

Comprehend and apply concepts for enhancement and efficiency of department and general operations.

Establish and maintain effective working relationships with individuals, coworkers, other agencies and the public.

Maintain required work hours and attendance.

WORK ENVIRONMENT

Positions involve light physical work, including walking, standing, stooping, occasional carrying and lifting lightweight materials (under 20 pounds).

Regular focus on a computer screen; requires visual acuity and depth perception to recognize words and numbers; hand/eye coordination to use a computer keyboard and common office equipment.

Daily sitting for prolonged periods.

Requires speaking and hearing ability sufficient to hear over the phone, carry on conversations, and participate in meetings.

May include occasional physical labor, including frequent walking, bending, stooping, kneeling, crawling, crouching, climbing and the ability to push, lift, pull, and carry objects.

Human Resources Director

Police Records Shift Supervisor: 07/00
Updated: 07/02
Updated: 06/09

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.