



JOB DESCRIPTION

Police Records Manager

Date Prepared: March 2014

Job Class: 4110

SUMMARY: Under basic supervision, manages Vernon Police Department (VPD) Records Division; assures that records management policies and procedures are followed, that accuracy and security standards are met, and that documentation issues are properly addressed and resolved.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Acts as custodian of records for the VPD; works independently and makes appropriate decisions based on knowledge of City policies and VPD procedures; performs duties within scope of authority.
- Monitors Records operations and workflow, and assures that security protocols are followed, and all reports and paperwork are completed in a timely manner; updates, corrects, retrieves, and releases information according to procedures; reviews and releases edited VPD records information.
- Researches critical issues, reviews and evaluates records and files; prepares activity and summary reports.
- Supervises and schedules the Records Division staff; prioritizes projects, evaluates performance, and resolves workload and technical issues; assures that quality and timeliness standards are met, and appropriate services are provided; assures compliance with state and federal regulations.
- Provides technical guidance, and interprets policies and procedures governing the confidentiality requirements and release of police records and information; answers questions and resolves issues.
- Performs duties of Police Records Technician as needed to meet workload demands.
- Processes citations and police reports, and assists officers with technical and legal documents; enters and validates reports. Access information from the National Crime Information Center (NCIC), and California Law Enforcement Telecommunications System (CLETS) databases.
- Prepares and administers the department's budget, reviews the revenues and expenses; reviews and approves invoices,
- Prepare technical and financial documents required for the purchase of services, supplies, materials, and other commodities in accordance with City policies and procedures.
- Provides information, instructions and assistance to the public and others having business with VPD; assists customers with requests, applications, government forms, and other documents; responds to and resolves customer service issues in a courteous and respectful manner; answers questions and resolves issues within scope of authority and VPD guidelines.
- Reviews reports for accuracy, and compiles data; receives and sends information to and from other agencies; maintains records and files; scans and files officer reports.
- Assures that security protocols are followed, and all reports and paperwork are completed in a timely manner; updates, corrects, retrieves, and releases information according to procedures; reviews and releases edited VPD records information.
- Maintains the integrity, professionalism, values, and goals of the Vernon Police Department by assuring that all rules and regulations are followed, and that accountability and public trust are preserved.

- Supports the relationship between the City of Vernon and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

High School Diploma or GED equivalent; AND five years of experience as a Police Records Technician/ Clerk, preferably with City of Vernon.

Knowledge of:

- City and VPD policies and procedures.
- Policies, rules and regulations governing the conduct and safety of police records programs.
- NCIC and CLETS quality and security standards for police records.
- Principles and practices of confidential records management, and file maintenance.
- Business computers, and standard and specialized software applications.
- Geography, roads, and landmarks of City and surrounding areas.

Skill in:

- Managing the VPD records program and operations.
- Analyzing technical issues, evaluating alternatives, and making recommendations based on findings.
- Interpreting and explaining standards and protocols for release of confidential information.
- Assigning and scheduling work, and monitoring work flow.
- Explaining Federal and state rules and regulations, and City policies and procedures.
- Dealing tactfully and courteously with the public.
- Following and enforcing verbal and written instructions and procedures.
- Establishing and maintaining cooperative working relationships with co-workers.
- Communicating effectively verbally and in writing.

LICENSE AND CERTIFICATION REQUIREMENTS:

A valid California State Driver's License is required. Terminal Operator Certification for access to NCIC/CLETS is required. Additional technical training and certifications may be required, including POST Public Records Act training. POST Records Supervisor Certificate is preferred.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a standard office environment.