

Position: Police Senior Records Specialist	
Department/Site: Police	FLSA: Non-Exempt
Evaluated by: Support Unit Captain	Salary Grade:

Summary

Provides technical assistance to co-workers and oversees daily operations of the Police Records Unit; performs directly related work as required.

The principal function of an employee in this class is to provide technical assistance to co-workers and to oversee daily operations of the Police Records Division. The work is performed under the supervision and direction of the Support Captain, but considerable leeway is granted for the exercise of independent judgment and initiative. Lead worker responsibilities are exercised over Police Records Specialists. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with co-workers and the general public. The principal duties of this class are performed in a police department environment.

Distinguishing Career Features

The Police Senior Records Specialist is an administrative support position, responsible for integrating records and supporting Police department functions. Performs a variety of complex and difficult administrative support, program management and record-keeping activities.

Essential Duties and Responsibilities

- Performs as a lead worker in the daily operations of the Police Records Division, including providing responses to difficult questions by the general public, ensuring adequate departmental supplies, and interpreting laws, regulations, ordinances, policies, and procedures;
- Reviews work assignments; determines resources needed to maintain acceptable staffing levels;
- Resolves difficult interpretations, problems and customer service issues referred by Police Records Specialists, officers or other department members; makes independent decisions including exceptions to rules while maintaining consistent standards;
- Develops individual performance objectives; recommends supplemental training and professional development; resolves conflicts, documents employee progress; conducts preliminary fact finding for complaints;

- Assists in the selection and trains Police Records Specialists in all aspects of Police Records functions assuring high quality standards are met. Documents progress through monthly review during a formalized training program. Makes recommendation to pass or not pass employees through the field training program;
- Reviews and monitors data entry to the Records Management System by Police Records Specialists for accuracy and completeness;
- Researches and produces complex statistical reports related to police activities for other members of the department;
- Recommends, drafts and implements Records Guidelines to assure efficient and effective operation of assigned activities in compliance with department policies and directives;
- Oversees maintenance of Police Records Division equipment; identifies and resolves technical and operational problems with computer systems and regional databases. Ensures supplies are ordered and maintained;
- Processes all court-ordered sealing of adult criminal records and expungement of juvenile records;
- Oversees and implements archiving of records;
- Assures high quality standards in all records functions while maintaining diverse levels of confidentiality;
- Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs all duties of the Police Records Specialist as needed;
- Performs other directly related duties consistent with the role and function of the classification.
- Performs other duties as assigned that support the overall objective of the position, including sharing the workload of the Records Specialist.

Qualifications

▪ Knowledge and Skills

The position requires in-depth knowledge of ordinances, statutes, laws, general orders, policies and procedures related to classifying, indexing, processing, storing, retrieving, and controlling records and documents used in law enforcement. Requires in-depth knowledge of law enforcement computer-aided databases including protocols and administrative rules regarding access, use and dissemination of data. Requires

detailed knowledge of evidentiary and property management concepts and techniques. Requires working knowledge of general municipal court procedures and processes. Requires a working knowledge of office practices, procedures and equipment, including filing systems, receptionist and telephone techniques, and letter and report writing. Requires business mathematics skills to compute sums and statistics. Must be skilled in using and troubleshooting various standard office machines. Requires skill using the English language, grammar, spelling, punctuation, proofreading/editing, to prepare professional correspondence. Requires well-developed human relations skills to make present a positive image of the department, convey technical information to others, review performance, and use patience and sensitivity in dealing with angry/hostile/upset customers.

- **Abilities**

Requires the ability to perform all of the duties of the position efficiently and in an open environment with interruptions and distractions. Requires the ability to define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies. Must be able to interpret, explain and apply knowledge of department organization, operations, programs, functions and special terminology when performing assignments. Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines. Requires the ability to work cooperatively with staff, external organizations, and the public using patience and courtesy. Requires the ability to use a personal computer to produce correspondence and reports, and type/keyboard accurately. Requires the ability to maintain confidentiality of private and sensitive information. Requires the ability to maintain a certificate for access to law enforcement databases. Requires the ability to work varying shifts.

- **Physical Abilities**

The position incumbent must be able to function indoors in an office environment engaged in work of primarily a sedentary nature. Requires ambulatory ability to sit for extended periods, to use microcomputers and peripheral equipment, accomplish other desktop work, and to move to various City locations. Requires the ability to use near vision to read printed materials. Requires auditory ability to carry on conversations in person and over the phone. Requires manual and finger dexterity to write, use a pointing device and keyboard at an advanced rate, operate microcomputer, and to operate other standardized office equipment, almost constantly requiring repetitive motions.

▪ **Education and Experience**

The position typically requires a high school diploma, and five years of progressively responsible experience in a law enforcement records management. Additional higher education in a law enforcement or legal area may substitute for some experience.

▪ **Licenses and Certificates**

Requires the following:

- Possession of a valid State Driver's License, and safe driving record;
- Demonstrated, advanced proficiency with Law Enforcement/ Criminal Justice programs including Oregon Unified Crime Reporting statistics, Law Enforcement Data System (LEDS), National Crime Information Center (NCIC);
- The ability to pass an extensive background investigation.

▪ **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.