

# POLICE RECORDS SUPERVISOR

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Position Code: 1884

WC Code: 9410

FLSA Status: Non-exempt

Pay Grade: 351

Location: Police

Approval Date: 2023

## **General Statement of Duties**

Performs highly responsible professional work in the supervision, operation and evaluation of the Police Records unit.

## **Distinguishing Features of the Class**

Employees of this class will supervise the Police Records unit within the police department; provides training and direction in the input and retrieval of law enforcement data in local, State and Federal law enforcement database systems; and performs a variety of technical tasks relative to assigned area of responsibility. This position supervises the police records staff in the processing of police reports and warrants, the preparation of records and court packets for prosecution and reception of the public. Must have specialized knowledge of statutes governing confidentiality of police records and liability involved and law enforcement information systems. Work includes developing short term and long-range plans for electronic equipment and system needs for the Mooresville Police Department and assisting with the Town of Mooresville. Work includes managing police records for the department. Other duties include personnel management, training, establishing policies and procedures, budget preparation, yearly performance reviews for all staff, submitting timesheets for payroll, initiate and follow-up with disciplinary action when necessary, in accordance with the Departmental and Town policy. Independent judgement and initiative are required in dealing with the public, confidentiality of records, as well as the ability to perform under stressful situations. Work involves frequent public contact which requires professionalism, tactfulness, decisiveness, sensitivity, and courtesy. Active listening and the ability to communicate effectively are also required.

The employees are subject to inside environmental conditions. Work is performed under the general supervision of the E-911 Communications Director. Performance is evaluated through review of work performed and through periodic conferences.

## **Duties and Responsibilities**

*\*This section of the job description is not intended to be a comprehensive list of duties and responsibilities of the position. The omission of a specific job function does not absolve an employee from being required to perform additional tasks incidental to or inherent in the job. Performance of lower-level duties may be required. Essential functions include, but are not limited to:*

Assists with computer system administration tasks including troubleshooting equipment malfunctions, liaison with software and hardware vendors, updates system data files and training new users.

Coordinates the provision of services and changes in service between the Police Department and other outside agencies.

Assist the Terminal Agency Coordinator in the validation of DCI entries as required and reviewed by the State of North Carolina.

Supervises staff that receives records requests and in-person requests for assistance.

Create, maintain, and oversee the development of Mooresville Police Department records standard operating procedures, tracks statistical information and evaluate service delivery.

Performs other duties as required.

## **Recruitment and Selection Guidelines**

### **Knowledge, Skills, and Abilities**

Knowledge of modern effective supervisory methods.

Thorough knowledge of principles, laws, ordinances, and regulations related to Police record management.

Thorough knowledge of mandated state reporting.

Thorough knowledge of basic computers, electronics, and technical language.

Considerable knowledge of the practices and procedures of a Police Department.

Considerable knowledge of proper incident and related report completion.

Considerable knowledge of the operation of a police communications and information system.

Ability to build productive relationships with individuals of diverse backgrounds including, Town Officials, Town employees, representatives of other agencies and the public.

Ability to manage time and resources effectively.

Ability to maintain confidentiality of criminal records, computer information databases, and in-house police information.

Ability to follow oral and written instructions.

Ability to accurately recognize, understand and transmit vital information.

Ability to recognize computer malfunctions, to recover using basic techniques and to resolve more difficult issues with software vendors or staff technology workers.

Ability to perform data entry at the proper speed and accuracy.

Excellent written and oral communication skills as demonstrated by the ability to articulate complex information and ideas effectively.

Skill in accurately entering data into the DCI and NCIC database.

Proficiency with Microsoft Office Suite.

## **Physical Requirements**

While performing the duties of this job, the employee is frequently required to reach with hands and arms, sit, talk, and hear. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. This position involves sedentary work requiring the employee to exert up to 10 pounds of force occasionally; and a negligible amount of force constantly to move objects.

Must possess the visual acuity to work with data and figures, handle accounting processes, operate a computer, and do extensive reading.

## **Minimum Education and Experience**

Associate degree in business, or a related field; a minimum of five years of records management experience; or an equivalent combination a combination of training, education and experience that meets the requirements of the position.

## **Special Requirements**

Certification by the State of North Carolina as a DCI Operator in all three modules within 90 days of hire.

Valid U.S. Driver License required upon start date. Valid North Carolina Driver License required within thirty (30) days of start date.