

**CLASS SPECIFICATION**  
**Police Records Manager**

FLSA Status: Exempt  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under general direction, plans, organizes and directs the programs, activities and personnel of the Police Bureau's Records Division; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Through subordinate supervisors, this single-incumbent class has overall responsibility for planning, organizing, directing and evaluating the Police Bureau's Records Division. The work of this class is complex and involves significant accountability for ensuring the Records Division's activities are carried out in compliance with federal and state laws and regulations and bureau policies and regulations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, organizes, controls, integrates and evaluates the work of the Police Records Division; with subordinate supervisors, develops, implements and monitors work plans to achieve division mission, goals and performance measures; directs the development of and monitors performance against the biennial division budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and citizen service expectations.
2. Plans, organizes, directs and evaluates the performance of assigned supervisors and staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements.
3. Provides leadership and works with supervisors and staff to develop and retain highly competent, service-oriented staff through selection, compensation, training and day-to-day management practices that support the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
4. Plans, organizes and directs the bureau's centralized records management function in compliance with state and federal laws and bureau procedures and guidelines; manages access to public records

maintained by the bureau, including crime and accident reports; develops and administers regulations and guidelines regarding the release of records, reports and information retained by the bureau.

5. Manages the release or denial of release of Police Bureau records to the media and other individuals and entities; responds to petitions of appeal filed by persons denied access to records.
6. Manages and directs the collection, compilation and reporting of crime-related data and statistics submitted by the bureau to state and federal agencies.
7. Represents the bureau with other law enforcement agencies, the media and the public in matters pertaining to the Records Division's programs and activities.
8. Conducts complex management systems and technical studies.
9. Develops, recommends and implements processes, policies and procedures to improve division and bureau efficiency and cost effectiveness.
10. Directs the investigation and resolution of complaints regarding the division's activities and/or decisions regarding the release of records and information retained by the bureau.
11. Develops, recommends and implements policies, regulations and guidelines pertaining to the operations of the Police Records Division and the bureau.
12. Reviews proposed legislation for impact on division operations and recommends changes in division and bureau policies and procedures to comply with new legislation and regulations; makes presentations to bureau management and City officials to explain proposed and new legislation and their impact on bureau operations; makes presentations and represents the bureau to the City Council, legislative committees and other bodies.
13. Directs the division's training program; monitors and evaluates the training of new employees.
14. Plans and directs the collection of fees for services, including towing fees, subpoena production fees and public records request fees; researches and conducts fee studies; makes recommendations regarding fee schedules.
15. Counsels and advises bureau management on public records release and retention matters.
16. Plans, directs and evaluates the work activities of Police Bureau towing programs.
17. Researches, develops and recommends Bureau policies related to the management, retention, release and authentication of Police Bureau documents.
18. Works with the Bureau of Information Technology regarding the acquisition, development and implementation of data systems and other technology utilized by the Police Bureau.
19. Directs the investigation and resolution of complaints from and against both sworn personnel and tow and dispatch contractors regarding violations of the citywide Contract for Towing and Storage, Contract for Central Dispatching for Vehicle Towing Services, and the Contract for Towing Abandoned Vehicles.

## **OTHER DUTIES**

1. Conducts training on Public Records Law and other related police records topics for the Police Bureau and other agencies.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Advanced principles, methods, procedures and practices pertaining to records management and the management of police records.
2. Information and trends in the field of records management and police records management.
3. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
4. Principles and practices of public administration, including budgeting, purchasing, and maintaining public records.
5. Research and analysis methods and techniques.
6. Principles and practices of human resource management and supervision.
7. Effective community and public relations methods and practices.
8. Principles and practices of sound business communications.
9. Principles and practices of forms creation directed toward complex data collection and reporting.
10. Research, current trends and technology utilized in the collection, compilation and extraction of data and statistics.
11. Principles and practices of public administration, including purchasing, contracting and maintenance of public records.
12. Principles, practices and methods of budget development and management.
13. Principles, practices and techniques of program/project planning and management.

### **Ability to:**

1. Plans, organize, manage and direct a large, comprehensive police records management function encompassing a variety of work programs and functions.
2. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
3. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
4. Understand, interpret, explains and apply City, state and federal policy, law, regulation and court decisions applicable to areas of responsibility.

5. Prepare clear, concise and comprehensive reports, correspondence, studies and other written materials.
6. Exercise sound, expert, independent judgment within general policy guidelines.
7. Operate a variety of computers, standard business software and a wide range of office equipment.
8. Present information clearly, logically and persuasively in a wide variety of settings.
9. Communicate effectively both orally and in writing.
10. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
11. Establish and maintain effective relationships with elected officials, all levels of City executives, members of other governmental agencies, community and business organizations, employees, the public and others encountered in the course of work.
12. Represent the City and bureau effectively on a variety of issues.
13. Apply tact, diplomacy, creativity and flexibility in problem solving complex, confidential and/or sensitive issues, problems and situations.
14. Understand, interpret and respond to internal and external customer needs and expectations.
15. Ensure the maintenance of all required files, records and documentation.
16. Establish and maintain effective working relationships with bureau managers and staff, staff of other bureaus, members of other agencies, elected officials, the public, media representatives and others encountered in the course of work.
17. Maintain confidentiality at the highest level.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a college or university with a degree in public administration, administration of justice, records management or a related field; and ten years of progressively responsible experience in police records management, at least five of which were in a supervisory capacity; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid state driver's license.

State Law Enforcement Data Systems certification.

Commission as a Notary Public.

## **PHYSICAL AND MENTAL DEMANDS**

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

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### **Class History:**

Adopted: 07-01-02

Revised:

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):

0928 BUREAU ADMINISTRATIVE MANAGER. Adopted: 07-01-92

June 2009 - Change Job Class number from 7925 to 30000780, due to system change.