

RECORDS SUPERVISOR

DEFINITION

To plan, assign, train and review the work of assigned clerical personnel; to perform a variety of responsible and complex clerical work involving the processing and maintenance of records, statistics with a focus on excellent customer service.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Police Records Clerk series. Positions at this level are distinguished from the other class within the series by the level of responsibility assumed. Employees perform the most difficult and responsible types of duties assigned to classes within this series including providing technical and functional supervision over Police Records Clerk personnel. May be assigned to the Records Bureau or the Animal Shelter. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED

Depending upon assignment, receives direction from the Records Administrator or the Animal Shelter Administrator.

SUPERVISION EXERCISED

Provides technical and functional supervision over assigned Records personnel.

ESSENTIAL DUTIES -

Duties may include but are not limited to the following:

Supervises day to day operation of assigned shift; directs and monitors work flow, and prepares work schedules.

Train and develop assigned personnel; maintain awareness of new procedures related to police records, and ensures good customer services to internal and external customers.

Evaluates performance of assigned records personnel; work with employees to correct deficiencies; implement disciplinary procedures; and counsels employees.

Respond to the public as well as internal customers; provide information and data as appropriate.

Compile and prepare records and reports related to area of assignment.

Monitor automated systems and generates mandated reports to local and federal agencies.

Approves days off and vacation requests from Police Records Clerks and coordinates replacements for vacancies; schedules emergency and short term assignments of Records personnel.

Assists in the development and implementation of new policies, procedures, programs and goals/objectives for their area of assignment.

Assists in identifying training needs and the design of training programs.

Prepare claims for payment, requisitions, and handle petty cash.

Handle, and restrain animals in emergency situations at the Animal Shelter customer service counter.

Dispatch animal services personnel.

May be assigned to act in the absence of the Administrator.

Perform related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of assigning and reviewing the work of others.

Principles of supervision, training, and performance evaluations.

Pertinent laws, rules and regulations regarding public records.

Modern office methods, practices, and procedures.

Computer equipment and automated systems appropriate within an office environment.

Words processing, spreadsheet programs and database systems.

English usage, spelling, punctuation and grammar.

Principles and practices of report writing.

Radio procedures for dispatching animal services personnel.

Ability to:

Plan, assign and review the work of others.

Work under pressure, exercise good judgment, and make sound decisions in emergency situations.

Effectively communicate with customers as well as assigned personnel. Communicate clearly and concisely, both orally and in writing.

Type accurately at 35 words per minute.

Establish and maintain effective working relationships with individuals from a diverse background.

Actively involve employees in planning and decision making.

Work day and night shifts, as well as weekends and holidays.

Work in an odorous environment consisting of various small or large animals, reptiles, or cleaning chemicals at the Animal Shelter assignment.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Four (4) years of professional experience, two (2) of which must be at the journey level similar to a Police Records Clerk or Administrative Clerk in the City of Hayward.

Education: Equivalent to the completion of the twelfth grade. Experience or supplemental courses in supervision is highly desirable. Supplemental courses in appropriate software programs is desirable.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment; perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball, use standard office equipment; sit for prolonged periods of time; stand, reach, bend, squat and stoop, and safely lift, carry, and maneuver boxes of records or lifting animals weighing up to 35 pounds, in the performance of

daily office activities; converse by telephone, in person, and be clearly understood; interact with the public and all different levels of City staff in a professional manner; work in an odorous environment consisting of various small or large animals, reptiles, or cleaning chemicals when assigned to the Animal Shelter.

PROBATIONARY PERIOD: Six months

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AAP GROUP: 16

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt