Jurisdiction: City of Ithaca
Jurisdictional Class: Competitive
Adopted: 06/01/22

POLICE RECORDS SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for supervising and participating in the input, management, and dissemination of sensitive and confidential police records, including police reports, medical records, use of force reports, and mental health forms. The incumbent provides working supervision and training to Data Entry Specialists engaged in these functions. The Police Records Supervisor is also responsible for preparing and maintaining a variety of records and data related to departmental activity. The Police Records Supervisor may also be assigned responsibility for related activities and functions of the Records Division that can be appropriately handled by civilian personnel. The work is performed under the general supervision of a Police Sergeant or other supervisory law enforcement officer in accordance with well-established office procedures, with leeway allowed to exercise independent judgment in carrying out the details of the work. Supervision as a lead worker is exercised over Data Entry Specialists; full supervision is exercised in the absence of superiors. Does related work as required.

TYPICAL WORK ACTIVITIES:

Supervises and participates in the input, management and dissemination of sensitive and confidential police records, including police reports, medical records, use of force reports, and mental health forms as collected and submitted by sworn officers;

Prioritizes and assigns tasks to data entry specialists; maintains and manages schedules of Data Entry Specialists;

Supervises and participates in the preparation and maintenance of department activity records and data, including incident-based reporting, collecting and compiling data for departmental reports, monthly officer arrest data, Narcan usage, use of force data, and others as directed;

Handles day-to-day procedural questions and personnel issues that arise;

Develops and implements goals and work objectives;

Facilitates data transfer and system functioning through Spillman, TraCS, Laserfiche, Live Scan, and eJusticeNY;

Ensures that all required documentation is provided to the City Attorney's Office, the local courts, and the District Attorney's Office in accordance with state law and department policies and procedures;

Oversees and regularly evaluates the data entry specialist training program;

Participates in the selection, motivation, training, and performance evaluation of the records team members;

Supervises and participates in the quality control process of officer reports and paperwork;

Supervises and participates in the preparation and management of taxi license issuing and local background check procedures;

Maintains communication with City-contracted tow companies and coordinates bi-annual tow auctions;

Establishes, maintains, and reviews workflow processes between the Ithaca Police Department and New York State Courts;

Answers telephone calls, greets visitors, and responds to emails, providing excellent customer service when doing so.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:
Good knowledge of the procedures and systems used by the Ithaca Police Department Records Division to record, maintain, manage and disseminate confidential law enforcement records; good knowledge of database and records management software used by the Ithaca Police Department; good knowledge of the laws, rules, regulations and procedures governing the storage of, and access to, law enforcement records; good knowledge of the principles and practices of office management; good knowledge of office equipment used to input, maintain and produce law enforcement records and reports, and ability to effectively use such equipment; working knowledge of the organization and functions of City of Ithaca government and the Tompkins County criminal justice community; working knowledge of office terminology, procedures, equipment and business English; good organizational skills; good data entry skills; ability to oversee the work of others; ability to train subordinate staff; ability to operate a personal computer and utilize common office software programs including word processing, spreadsheet and databases at an acceptable rate of accuracy and speed; ability to extract data from records management systems and prepare statistical reports; ability to communicate effectively both orally and in writing; ability to understand and follow oral and written instructions; ability to establish and maintain effective working relationships with others; ability to interact effectively with the public; ability to effectively work with and serve a diverse local community; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma AND two (2) years of full-time paid experience, or its part-time paid equivalent, working in a records management program, which must have included the use of an automated database.