

RECORDS ADMINISTRATOR

DEFINITION

Under general direction of the Operations Support Manager, the Records Administrator oversees the Records Bureau operations and implements policies and procedures that will contribute to the overall effectiveness of the Records Bureau operations within the Police Department.

DISTINGUISHING CHARACTERISTICS

This class is a section head in the Support Services Division reporting to Operations Support Manager. The incumbent is responsible for the daily operation of the Records Bureau.

This position is distinguished from the Records Supervisor by its responsibility for overseeing and directing all staff within the Records Bureau. This position is distinguished from the Operations Support Manager by the latter's responsibility for management and administration of the Support Services Division with the Police Department.

SUPERVISION RECEIVED

General direction is provided by the Operations Support Manager.

SUPERVISION EXERCISED

The Records Administrator exercises direct supervision over assigned supervisory, professional, technical, and administrative support personnel.

ESSENTIAL DUTIES

Duties may include, but are not limited to the following:

Develops and maintains procedural manuals and training programs for Records Bureau personnel; explores alternative program modifications and enhancements as necessary.

Assists in the development and implementation of goals, objectives, policies and procedures involving the Records Bureau and front office operations.

Manages the processing of police reports, records, subpoenas, civil orders and warrants; oversees the false alarm program; assures compliance with state and local mandates.

Oversees the training and work of assigned personnel, evaluates performances and recommends disciplinary action.

Identifies and resolves work problems; interprets departmental policies.

Prepares and monitors the Records Bureau's budget.

ESSENTIAL DUTIES (continued)

Serves as a liaison with other divisions and units throughout the department.

Establishes and maintains harmonious customer relations by providing responsive service related to public request for information and other inquires.

Applies appropriate codes, Public Records Act statues and Penal Code sections related to the maintenance and release of information.

Responds to emergencies that may arise during 24-hour shift operation.

Participates in the selection of staff.

Prepares and completes statistical reports (Uniform Crime Reporting) for the Department of Justice.

May be assigned to act in the absence of the Operations Support Manager.

Performs related work as necessary.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Supervisory principles and practices.

Police Department procedures, functions and reporting relationships.

Operation and procedures of law enforcement offices.

Automated records system.

Pertinent codes, public records acts and Penal Code.

Modern office management practices and methods; computer equipment and software.

Ability to:

Plan, organize and supervise the work of others and to develop staff through formal and informal training sessions and materials.

Communicate effectively at all levels with the public, department and city staff.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued)

Ability to:

Establish and keep working relationships at all levels.

Interpret and develop policies and procedures.

Carry forward several projects simultaneously, set priorities and makes sound decisions as circumstances require.

Prepare and monitor a budget.

EXPERIENCE AND EDUCATION

Any combination of experience and training that would likely provide the required knowledge and ability is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Four (4) years of progressively responsible experience providing customer service, processing police records in a public safety environment including at least one (1) year of supervisory responsibility.

Education: Equivalent to completion of the twelfth grade or possession of GED, supplemented by college level course work in supervision/management and general business. Education equivalent to an Associate of Arts degree in Administration of Justice, Business or Public Administration is highly desirable.

Licenses and Certificates: Possession and maintenance of a valid Class C California Driver's License.

SPECIAL REQUIREMENTS:

Essential duties require the following mental and/or physical abilities and/or work environment: use standard office equipment and current software; 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, walk, reach, bend and safely lift and move equipment and materials weighing up to 35 pounds; converse by telephone, in person, and to small groups and be clearly understood; read and comprehend legal, technical and complex documents; and interact with the public and all different levels of City staff in a professional manner. Essential functions must be performed with or without reasonable accommodation.

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PROBATIONARY PERIOD: One Year  
751CS98  
November 1998  
Revised: February 2012

APP GROUP: 15  
FPPC STATUS: Non-Designated  
FLSA STATUS: Exempt