

POLICE RECORDS & TECHNOLOGY MANAGER

PURPOSE: Under general direction, to plan, organize, supervise and manage the day-to-day activities and personnel of the records unit and related information technology areas in support of the Police Department's priorities and directives.

This is a non-sworn management classification within the Police Department which receives general direction from the Deputy Chief of the Investigative/Administrative Division. Incumbents exercise direct supervision over non-sworn professional, supervisory, technical and clerical staff.

FUNCTIONAL AREAS:

1. Manage and lead the activities of the Police Department's Records and Support Unit.

- * A. Plan, prioritize, assign, review, and coordinate the day-to-day activities including managing the maintenance, retrieval, protection, retention, and destruction of all police records;
- * B. Establish schedules and methods for providing records management services; identify resource needs; review needs with appropriate management staff; and allocate resources accordingly.
- * C. Direct police records preparation, processing and file management activities.
- * D. Maintain security and protection of police records according to mandated requirements and department policies.
- * E. Participate in the development of records related goals, objectives, policies and procedures
- * F. Participate in the implementation of approved policies and procedures; and monitor work activities to ensure compliance with established policies and procedures.
- * G. Develop, administer and conduct training programs in record keeping, office procedures, and forms-processing for Police Department personnel.
- * H. Serve as liaison to other law enforcement agencies with regard to records related inquiries.
- * I. Compile statistical data, or directs such activities and prepares routine reports; conducts records audits.
- * J. Participate in the preparation and administration of the assigned program budget; submits budget recommendations; monitors expenditures.
- * K. Perform the more technical and complex tasks of the work unit including ensuring compliance with applicable rules and regulations related to law enforcement records management.
- * L. Accept legal liability for the release of police records and respond to all Duces Tecum subpoenas; and ensure department compliance with the Data Protection Act and the Freedom of Information Act.
- * M. Perform other related duties as assigned.

2. Manage police information systems and departmental technology initiatives.

- * A. Plan, direct and coordinate activities of the department al technology projects to ensure that goals or objectives of projects are accomplished within prescribed time frames and funding parameters.
- * B. Ensure that technology project goals are accomplished and in line with the Department's Strategic Plan.
- * C. Serve as a the System Security Officer for all authorized technology systems in the Police Department; oversee the implementation of network security at the agency level, and create user identifications and passwords and determines security level for all police personnel for access to various law enforcement databases;

- * D. Train staff on use and security of assigned systems; maintain security logs and conducts audits or journal searches for misuse inquiries as necessary.
- * E. Act as the technical contact, and serve as systems administrator for the Records Management System, and other related systems.
- * F. Serve as the Police Department Liaison with the City's Information Technology Services Department on computer hardware/software purchases, repairs, service and replacement.
- * G. Plan and implement additions, deletions and major modifications to the supporting agency-wide infrastructure, in coordination with bureaus and other government agencies.
- * H. Prepare a variety of analytical and statistical reports and correspondence on operations and activities.
- * I. Attend and participate in professional group meetings; maintains awareness of new trends and developments in the field of records management; incorporates new developments as appropriate into programs.
- * J. Assess the technical software and hardware needs for the Police Department, including researching and developing specifications on technology; and make recommendations based on current and projected needs of the department
- * K. Review project proposals or plans to determine timeframes, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available departmental resources to various project phases.

3. Supervise department clerical and support staff

- * A. Prioritize, assign and direct work and projects.
- * B. Coordinate work schedules and approve or reject leave requests.
- * C. Effectively recommend the hire, transfer, assignment, promotion, reward, discipline, suspension or discharge of assigned personnel.
- * D. Establish work standards, provide coaching and feedback and conduct employee performance evaluations.
- * E. Provide for ongoing training of employees in emerging methods, trends and technologies, and proper and safe work methods and procedures.
- * F. Monitor work sites to ensure compliance with established methods, guidelines, standards and procedures.
- * G. Effectively recommend adjustments or other actions in employee grievances.
- * H. Delegate authority and responsibilities to others as needed.
- * I. Disseminate instructions and information to employees through verbal and written communications.

JOB REQUIREMENTS

Education & Experience Requirements

- ** A. Bachelor's Degree in criminal justice, law enforcement, police science, public or business administration, or a related field from an accredited college or university.
- ** B. Four (4) years of full-time, increasingly responsible experience in a law enforcement records and/or law enforcement technology setting, including two (2) years of supervisory responsibility.
- ** C. Or a combination of education and experience considered by Human Resources to be equivalent to the above.

Knowledge Requirements

- ** A. Knowledge of principles of public and police administration, organization, budgeting and personnel management.

- ** B. Knowledge of principles and practices of management, training, personnel administration and evaluation.
- ** C. Knowledge of functions and relationships within the criminal justice system, including courts and law enforcement agencies.
- ** D. Knowledge of principles, practices and operating characteristics of manual and computerized records management and related technology systems used in municipal law enforcement environments.
- ** E. Knowledge of business computer user applications such as MS Word, Excel, Access, PowerPoint, and Word in order to update, retrieve and prepare computerized records and reports, and other technical programs to monitor and maintain the security of police reports and documents.
- ** F. Knowledge of basic mathematical principles.
- ** G. Knowledge of correct English usage, including spelling, grammar and punctuation.
- ** H. Knowledge of applicable laws, codes, and regulations governing the retention and dissemination of police reports and records.
- ** I. Knowledge of current Minnesota offense code systems and related classification procedures used by the Federal Bureau of Investigation (FBI), and of Uniform Crime Reporting.
- ** J. Knowledge of the ways in which computer technology has been applied in the maintenance of police information systems and records.
- ** K. Knowledge of principles and practices of customer service.
- ** L. Extensive knowledge of office procedures, methods, and equipment including computers and applicable software applications.
- ** M. Basic principles and practices of municipal budget preparation and administration.

Skill Requirements

- ** A. Skill in planning, assigning, supervising, and evaluating the work of assigned support personnel.
- ** B. Skill in selecting, training and instructing assigned personnel in work procedures.
- ** C. Skill in analyzing complex technical and administrative problems, evaluating alternative solutions, recommending and implementing effective courses of action.
- ** D. Skill with interpersonal relations and customer service.
- ** E. Skill in communicating effectively and clearly, both orally and in writing.
- ** F. Skill in handling public relations.
- ** G. Skill in using computer technology and applications in the performance of daily activities.
- ** H. Skill in interpreting and applying federal, state, and local policies, procedures, laws, and regulations.
- ** I. Skill in utilizing discretion in the handling and disclosure of confidential information.
- ** J. Skill in organizing and setting priorities for a variety of projects and tasks in an effective and efficient manner to ensure meeting of deadlines.
- ** K. Skill in preparing clear and concise program documentation, user procedures, reports of work performed, and other written materials.

Ability Requirements

- ** A. Ability to effectively lead, develop, and supervise professional, technical, maintenance and clerical staff.
- ** B. Ability to prepare succinct, coherent and technically accurate reports and analyses.
- ** C. Ability to deal effectively and tactfully with other professionals, elected officials, other agencies, and the general public.
- ** D. Ability to exercise sound independent judgment within established guidelines.
- ** E. Ability to assisting in the development of innovative municipal law enforcement practices.
- ** F. Ability to issue clear verbal and written instructions.
- ** G. Ability to lead other workers, assign work, give instructions, and evaluate the quality of work completed.
- ** H. Ability to maintain the confidentiality and privacy of information on individuals.

- ** I. Ability to understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
- ** J. Ability to apply applicable codes and regulations to records management.
- ** K. Ability to work cooperatively with other departments, City officials, and outside agencies.
- ** L. Ability to establish and maintain effective working relationships with those contacted in the course of work.

Physical Requirements

- ** A. Ability to frequently stand, walk, and sit.
- ** B. Vision sufficient to read computer screens and printed documents and to operate equipment.
- ** C. Ability to talk and hear to converse, provide assignments and instructions to subordinates, and resolve complaints in person or by telephone.
- ** D. Ability to lift and carry items weighing up to 25 pounds, such as office equipment.
- ** E. Manual dexterity to use standard office equipment and supplies and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.)
- ** F. Ability to attend work on a regular basis.

- * Essential functions of the position
- ** Job requirements necessary on the first day of employment

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WC: 8810	Pay: **1075-1090	EEOF: Police Protection	CC: 20111128	Resolution: 11-0622R