ASHEVILLE, NORTH CAROLINA

Classification Specification

Supervisor, Records
Job Code: 6100
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to supervise day-to-day operations and staff involved in assisting the public and processing and entering Police Department forms, reports, and documents into databases.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; provides progress and activity reports to management; and updates and maintains

department standard operating procedure manuals.

Supervises the performance of general customer service functions and handles complex questions and complaints: responds to escalated customer or staff issues; provides assistance, information, and interpretation, regarding records services, policies, procedures, and related fees; and refers customers to other staff members as appropriate.

Performs quality assurance and quality control duties: reads and reviews incident reports entered into the records management system (RMS); verifies accuracy, completeness, and coding; coordinates corrections with Police Officers and department staff; and submits reports to the North Carolina State Bureau of Investigations and Federal Bureau of Investigations monthly.

Performs administrative duties: coordinates alcohol permit processing; issues citation books to Police Officers and maintains related logs; completes expungement overviews as required; and coordinates special projects with software vendors to maintain the computer information integrity.

Serves as the Assistant Terminal Agency Coordinator (ATAC) for the North Carolina Department of Criminal Information (DCI) system: assists with training and certifying new and existing employees in DCI processes and policies; administers and assists with testing; and maintains certification documentation.

Administers security alarm invoicing: reviews and evaluates alarm service calls; determines false alarm, employee/owner error, weather related, etc.; assesses fees; and issues bills in accordance with applicable City ordinance.

Interprets, applies, and ensures compliance with all codes, laws, rules, regulations, standards, policies, and procedures relating to records management and retention, and state and national criminal information databases; provides information and clarification regarding the same to City staff and customers; and initiates any actions necessary to correct deviations or violations.

Communicates with supervisor, subordinates, other City employees, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, expungement orders and request forms, FBI requests, alcohol permit applications, training, false alarm billing and appeals, missing work reports, employee evaluations, disciplinary actions, traffic stop reports, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Public Administration, Business, Criminal Justice, or a related field required; supplemented by five years of experience in records management, to include lead or supervisory experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina Division of Criminal Information (DCI) certification.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.