

Honorable Mayor and Members  
of the City Council  
City Hall  
Torrance, CA

**SUBJECT: HR - Approval of the Revised and Re-titled Class Specification change from  
Police Records Supervisor to Police Operations Supervisor**

**RECOMMENDATION**

Recommendation of the Human Resources Director and the Civil Service Commission that the City Council approves the revised and re-titled class specification change from Police Records Supervisor to Police Operations Supervisor.

Expenditure: None – there is no change to compensation.

**BACKGROUND**

As part of the budget modifications approved by the City Council the Police Chief recommended that certain Police Sergeant positions be converted to non-sworn supervisory positions. The Police Chief requested that a study be done to determine if these supervisory assignments could be incorporated into the existing Police Records Supervisor classification. The class specification before your Honorable Body is a revision and re-titling of the Police Records Supervisor to the classification of Police Operations Supervisor.

The revised and re-titled class specification for Police Operations Supervisor was unanimously approved by the Civil Service Commission at their meeting of November 22, 2010. The revised and re-titled class specification has been prepared and is submitted to your Honorable Body for your review and approval.

**ANALYSIS**

The class specification has been broadened to reflect the responsibilities and requirements of the various assignment areas of Property, Jail, Records, Traffic, Training, or Court Detail sections of the Police Department.

Language was added to the Distinguishing Characteristics section to reflect the level in which the position is expected to function.

The Supervision Exercised/Received section was added to reflect the supervisory relationships of the position.

The Examples of Duties section was modified to reflect the full range of duties required in each of the assignment areas of Property, Jail, Records, Traffic, Training, or Court Detail. In addition, the Examples of Other Duties section was added to the class specification.

Several statements were added to the Qualification Guidelines section that reflect the Knowledge and Abilities required to perform the job duties of the position. In addition, in those assignment areas that required specific knowledge statements were also added.

The Licenses and Certifications Section was added to accurately reflect what is required to perform the essential functions of the job such as:

Completion of a basic supervisory course is required within one year of appointment.

*Incumbents assigned to the Jail must complete:*

Prior to assuming supervisory duties, jail supervisors must complete the core training requirements pursuant to Section 1020, Corrections Officer Core Course California Code of Regulations Title 15.

*Incumbents assigned to Records must complete:*

Must complete the POST Records Supervisor course and Public Records Act Course, CLETS Basic Course and the CLETS Train and Trainer course within one (1) year of appointment.

The Experience and Education Section was revised to more accurately describe the required experience and certification for the position as follows:

*Any combination of education and experience that provides the required knowledge, skills and abilities is qualifying. A typical way of obtaining the necessary knowledge, skills, and abilities is:*

Graduation from high school or possession of a GED Certificate; and three years of increasingly responsible experience in a law enforcement environment in the specific area of assignment.

One year of supervisory or lead work experience is preferred.

An Associate Degree or sixty (60) or more college units from an accredited college or university with major coursework in criminal justice, public or business administration, political science, or closely related field, is desirable.

The Special Requirements Section was also added to reflect the physical demands and/or working conditions required to perform the essential functions of the classification.

Respectfully submitted,  
CIVIL SERVICE COMMISSION



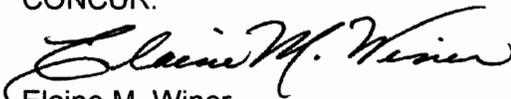
Rosalee Wood, Chair

ELAINE M. WINER  
Human Resources Director

By 

Melody P. Lawrence  
Human Resources Manager

CONCUR:



Elaine M. Winer  
Human Resources Director

NOTED:



LeRoy J. Jackson  
City Manager

Attachment: A. Agenda Item Civil Service Commission Meeting November 22, 2010  
B. Class specification for Police Operations Supervisor

November 15, 2010

Commission Meeting  
November 22, 2010

Honorable Chairperson and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

Subject: Approval of the Revised and Re-titled Class Specification for Police Operations Supervisor

#### RECOMMENDATION

The Human Resources Director recommends that your Honorable Body approve the revised and re-titled class specification of Police Operations Supervisor and forward to the City Council for adoption.

#### BACKGROUND

As part of the budget modifications approved by the City Council the Police Chief recommended that certain Police Sergeant positions be converted to non-sworn supervisory positions. The Police Chief requested that a study be done to determine if these supervisory assignments could be incorporated into the existing Police Records Supervisor classification. The class specification before your Honorable Body is a revision and re-titling of the Police Records Supervisor to the classification of Police Operations Supervisor.

Representatives from Management and the Torrance Professional and Supervisory Association (TPSA) have met and agreed on the proposed class specification. The revised class specification has been prepared and is submitted to your Honorable Body for your review and approval.

#### ANALYSIS

The class specification has been broadened to reflect the responsibilities and requirements of the various assignment areas of Property, Jail, Records, Traffic, Training, or Court Detail sections of the Police Department.

The following language was added to the Distinguishing Characteristics section to reflect the level in which the position is expected to function:

Distinguished from the Police Sergeant or Police Lieutenant in that the incumbents are non-sworn and are primarily responsible for administrative functions of an assigned section. Incumbents perform a full range of complex tasks and work under direction within a framework of established procedures. Work is judged primarily on overall results with latitude in determining work methods and assignment requirements. Work may require the development of recommendations consistent with directives, policies and regulations.

The Supervision Exercised/Received section was added to reflect the supervisory relationships of the position.

The Examples of Duties section was modified to reflect the full range of duties required in each of the assignment areas of Property, Jail, Records, Traffic, Training, or Court Detail. In addition, the Examples of Other Duties section was added to the class specification.

Several statements were added to the Qualification Guidelines section that reflect the Knowledge and Abilities required to perform the job duties of the position. In addition, in those assignment areas that required specific knowledge statements were added as well as follows:

ATTACHMENT A

Item 3

Examples of the Knowledge statements include:

- Police procedures, rules, regulations and terminology and law enforcement codes as related to assigned functions.
- Computerized law enforcement and public safety information systems;
- Municipal codes, police policy and procedures, penal code, vehicles codes, health and safety codes and business and professional code.
- Basic English, grammar, spelling, punctuation, vocabulary and arithmetic.
- Report writing techniques;
- Effective interviewing techniques;
- Effective safety principals and practices.
- City policies and procedures affecting departmental operations.
- General City operations.

#### Jail

- Correctional principles, procedures and operations,;
- Jail policies and procedures, including Title 15 guidelines, and penal codes;
- Bail schedules;
- Vehicle codes;
- Booking laws and procedures.

#### Records

- Penal, government and other laws and codes pertaining to the management, reporting and dissemination of criminal and related records and other information;
- County and municipal ordinances and procedures relating to records, warrants, and public counter functions;
- State mandated file purging requirements relative to police records;

Examples of Abilities statements include:

- Supervise and motivate personnel in a high stress environment;
- Quickly assess a situation and take appropriate action under stressful and emergency conditions;
- Manage multiple tasks, as well as determine priorities and adjust work schedule accordingly;
- Communicate effectively with, and respond to, a demanding and diverse public in answering questions, policies, and handling complaints;
- Understand and interpret rules, regulations and laws related to assigned function;
- Deal tactfully and effectively with the public;
- Interpret, apply and explain section related laws, codes, regulations, and policies;
- Compose, compile and maintain correspondence, special studies, statistical analyses, and reports;

The Licenses and Certifications Section was added to accurately reflect what is required to perform the essential functions of the job.

Complete a basic supervisory course within one year of appointment.

*Incumbents assigned to the Jail are also expected to have:*

Prior to assuming supervisory duties, jail supervisors shall complete the core training requirements pursuant to Section 1020, Corrections Officer Core Course California Code of Regulations Title 15.

*Incumbents assigned to Records are also expected to have:*

Must complete the POST Records Supervisor course and Public Records Act Course, CLETS Basic Course and the CLETS Train and Trainer course within one (1) year of appointment.

The Experience and Education Section was revised to more accurately describe the required experience and certification for the position as follows:

*Any combination of education and experience that provides the required knowledge, skills and abilities is qualifying. A typical way of obtaining the necessary knowledge, skills, and abilities is:*

Graduation from high school or possession of a GED Certificate; and three years of increasingly responsible experience in a law enforcement environment in the specific area of assignment.

One year of supervisory or lead work experience is preferred.

An Associate Degree or sixty (60) or more college units from an accredited college or university with major coursework in criminal justice, public or business administration, political science, or closely related field, is desirable.

The Special Requirements Section was also added to reflect the physical demands and/or working conditions required to perform the essential functions of the classification.

Must be able and willing to work rotating shifts and holidays.

May be rotated to any of the assignment areas.

Must be able to successfully pass a background investigation.

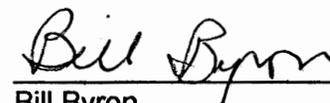
Requires the ability to drive to specific locations; work outdoors and possible exposure to variable weather conditions. Frequently required to walk, stand, stoop, kneel and use arms, legs, and back to lift and or move up to 50 pounds. Requires back and leg coordination to stoop, kneel, crouch, bend and crawl. Requires use of arms to reach and carry and use of hands to operate, finger and handle objects and controls. Requires sound and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions. Requires the ability to accurately perceive sounds.

Respectfully submitted,

  
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 Melody Lawrence  
 Human Resources Manager

CONCUR:

  
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 Elaine M. Winer  
 Human Resources Director

  
 \_\_\_\_\_  
 Bill Byron  
 President, TPSA

NOTED:

  
 \_\_\_\_\_  
 Laura Lohres  
 Civil Services Manager

Attachments: A. Revised Class Specification for Police Operations Supervisor  
 B. Existing Class Specification for Police Records Supervisor

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## POLICE OPERATIONS SUPERVISOR

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### Definition

Under general direction, plans, directs and supervises the operations of the Property, Jail, Records, Traffic, Training, and Court Detail sections of the Police Department and performs related work as required.

### Distinguishing Characteristics

Distinguished from the Police Sergeant or Police Lieutenant in that the incumbents are non-sworn and are primarily responsible for administrative functions of an assigned section. Incumbents perform a full range of complex tasks and work under direction within a framework of established procedures. Work is judged primarily on overall results with latitude in determining work methods and assignment requirements. Work may require the development of recommendations consistent with directives, policies and regulations.

### Supervision Exercised/Received

Receives direction from higher level staff. Provides direction to lower level staff such as Police Services Officer, Police Records Technician and support staff.

### Examples of Essential Duties

*The following duties represent the principal job duties; however, they are not all-inclusive.*

- Organizes, plans, and oversees the day-to-day operations of an assigned section.
- Supervises staff; including instructing, assigning, planning and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, acting on employee problems, selecting new employees, implementing employee discipline, providing training, advice and assistance as needed.
- Assists with functions performed by line staff as necessary to maintain adequate service levels.
- Participates in the development of related goals, objectives, policies, and procedures;
- Implements and maintains operational procedures consistent with established practices and Government/Penal Code requirements.
- Determines section training needs, develops, implements and coordinates training programs for assigned personnel and oversees training of new staff;
- Institutes procedures to ensure accuracy; modifies or recommends modifications to systems or processes to improve accuracy and efficiency.
- Receives and responds to difficult customer service inquiries and complaints;
- Responds to inquiries and provides assistance to department personnel regarding section activities and procedures;
- Acts as a liaison to other law enforcement agencies regarding section related responsibilities; and keeps superiors informed of events that may have an impact on the department or City.
- Completes assigned routine and administrative tasks such as preparing work schedules;
- Completing payroll documents;
- Drafting staff reports;
- Managing inventory and obtaining/compiling bids for goods or services.

*In addition to the duties listed above, incumbents assigned to the specific sections listed below perform the following:*

### Jail

- Supervises the daily operation of the jail facility and provides the proper care for arrested persons;

- Insures the proper transfer of in-custodies, and the transfer of appropriate paperwork to other agencies;
- Trains, supervises, and evaluates Police Services Officers in the proper procedures for handling prisoners;
- Develops, implements, and enforces jail policies and guidelines as mandated by law;
- Maintains inventory of supplies;
- Maintains accurate records of jail operations;
- Oversees the maintenance of the jail facility and equipment within;
- Recommends improvements to the jail operations.

### **Property**

- Supervises daily operation of the property room;
- Oversees the maintenance of the property facility and equipment within;
- Monitors safety and security of the property room and staff;
- Recommends improvements to operations;
- Ensures compliance with applicable Federal, State and Local laws and ordinances;
- Provides direct supervision and participates in the selection of staff;
- Prioritizes and assigns work to staff; resolves procedural and work related problems;

### **Records**

- Supervises the daily operation of the Records Division relative to coding, data entry, maintenance, retrieval, purging, sealing, scanning and storing of police records and reports such as crime, arrest, and accident reports;
- Makes recommendations for recordkeeping policies, procedures and systems to improve operations and ensure compliance with new and existing laws;
- Trains staff on proper systems and procedures to ensure compliance with laws, court decisions, rules and regulations relating to the use and confidentiality of police records;
- Approves release or inspection of police reports and monitors collection of fees at public counter;
- Responds to non-routine questions and information requests;
- Compiles or verifies statistical information/reports generated from computerized system;
- Complies with court orders for subpoenaed records;
- Tests and monitors automated recordkeeping programs to ensure accuracy.

### **Traffic**

- Directs and assigns work relating to the parking control and crossing guard functions;
- Determines need for services;
- Inspects work stations to observe and evaluate performance;
- Handles public relations, post storage hearings and investigates claims and complaints;
- Maintains time records and logs; prepares a variety of reports;
- May occasionally perform the duties of Parking Control Officer or Crossing Guard.
- Supervises and coordinates special events such as the Armed Forces Day Celebration & Parade and the 4th of July Celebration at Wilson Park.

### **Court Detail**

- Supervises the daily operations of the Court Detail;
- Acts as a liaison for the Police Department with the District Attorney's Office, City Prosecutor's Office, Parole Hearing Boards, and various courts and Judges;
- Oversees the Department's processing of personal appearance subpoenas;
- Manages and controls court overtime;
- Reviews new court policy or programs;

- Establish new policies or procedures;
- Recommends improvements of the court operations;

### **Research & Training**

- Identify resource needs; review needs with appropriate management staff; allocate resources accordingly;
- Establish schedules and methods for providing training programs;
- Review training programs, seminars, and course content for applicability to requirements; recommend the retention of training consultants and vendors; prepare training vendor contracts and recommend payment for services rendered;
- Coordinate activities with those of other divisions and outside agencies and organizations;
- Plan, coordinate, and schedule training sessions for all staff of the Police Department;
- Maintain awareness of new trends and developments for the Police Department and incorporate new developments as appropriate into existing programs;
- Evaluate current training products that are available to meet specific and general needs and/or develop/modify training materials.

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### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:*

- May be called upon to testify in court.
- Attends division, department, and community meetings as required.
- Performs related duties as required.

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### **Qualification Guidelines:**

#### Knowledge of

- Principles of supervision, training and employee relations.
- Police procedures, rules, regulations and terminology and law enforcement codes as related to assigned functions.
- Computerized law enforcement and public safety information systems;
- Municipal codes, police policy and procedures, penal code, vehicles codes, health and safety codes and business and professional code.
- Basic English, grammar, spelling, punctuation, vocabulary and arithmetic.
- Report writing techniques;
- Effective interviewing techniques;
- Effective safety principals and practices.
- City policies and procedures affecting departmental operations.
- General City operations.

*In addition to the above, incumbents assigned to the specific areas listed below are also expected to have knowledge of the following:*

#### **Jail**

- Correctional principles, procedures and operations,;
- Jail policies and procedures, including Title 15 guidelines, and penal codes;
- Bail schedules;
- Vehicle codes;
- Booking laws and procedures.

#### **Records**

- Penal, government and other laws and codes pertaining to the management, reporting and dissemination of criminal and related records and other information;

- County and municipal ordinances and procedures relating to records, warrants, and public counter functions;
- Computerized law enforcement and public safety information systems;
- Office practices, procedures, and clerical techniques involved in classifying, indexing, processing, filing, retrieving, and controlling a large volume of records and reports;
- State mandated file purging requirements relative to police records;
- Laws pertaining to privacy and security of criminal history records and laws governing the release of crime report information under the Public Records Act to specific public agencies and the general public;
- Uses of automated data or word processing equipment utilized in records systems.

#### **Ability to**

- Supervise the work of subordinate staff including coordinating, assigning, monitoring and evaluating work as well as training, counseling, disciplining staff and handling grievances;
- Supervise and motivate personnel in a high stress environment;
- Inspire confidence in subordinate personnel and new employees in training;
- Promote cooperative team work and customer service values among employees;
- Deal constructively with conflict and develop effective resolutions;
- Quickly assess a situation and take appropriate action under stressful and emergency conditions;
- Manage multiple tasks, as well as determine priorities and adjust work schedule accordingly;
- Communicate effectively with, and respond to, a demanding and diverse public in answering questions, policies, and handling complaints;
- Act independently, exercise sound judgment within established guidelines and maintain confidentiality;
- Understand and interpret rules, regulations and laws related to assigned function;
- Deal tactfully and effectively with the public;
- Interpret, apply and explain section related laws, codes, regulations, and policies;
- Compose, compile and maintain correspondence, special studies, statistical analyses, and reports;
- Understand and carry out oral and written directions.
- Establish and maintain effective working relationships with subordinates, coworkers, management, other city employees, public officials, employees from other agencies, and the general public;
- Operate modern office equipment, computers and software applications;
- Implement and adhere to City and department rules, regulations and policies that govern assigned services and operations;
- Learn and utilize new skills and information to improve job performance and efficiency.

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#### **License or Certificate:**

A valid California Motor Vehicle Operator's License (Class C) of the appropriate class or grade.

Complete a basic supervisory course within one year of appointment.

*Incumbents assigned to the Jail are also expected to have:*

Prior to assuming supervisory duties, jail supervisors shall complete the core training requirements pursuant to Section 1020, Corrections Officer Core Course California Code of Regulations Title 15.

*Incumbents assigned to Records are also expected to have:*

Must complete the POST Records Supervisor course and Public Records Act Course, CLETS Basic Course and the CLETS Train and Trainer course within one (1) year of appointment.

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**Education and Experience:**

*Any combination of education and experience that provides the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:*

Graduation from high school or possession of a GED Certificate; and three years of increasingly responsible experience in a law enforcement environment in the specific area of assignment.

One year of supervisory or lead work experience is preferred.

An Associate Degree or sixty (60) or more college units from an accredited college or university with major coursework in criminal justice, public or business administration, political science, or closely related field, is desirable.

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**Special Requirements**

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Must be able and willing to work rotating shifts and holidays.

May be rotated to any of the assignment areas.

Must be able to successfully pass a background investigation.

Requires the ability to drive to specific locations; work outdoors and possible exposure to variable weather conditions. Frequently required to walk, stand, stoop, kneel and use arms, legs, and back to lift and or move up to 50 pounds. Requires back and leg coordination to stoop, kneel, crouch, bend and crawl. Requires use of arms to reach and carry and use of hands to operate, finger and handle objects and controls. Requires sound and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions. Requires the ability to accurately perceive sounds.

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**Career Ladder Information**

Experience gained in this classification in addition to training and course work may serve to meet the minimum requirements for promotion to Police Records Administrator.

**POLICE RECORDS SUPERVISOR****DEFINITION**

Under direction, coordinates the daily operations and supervises a shift of clerical personnel within the Records Division of the Police Department. Performs related work as required.

**DISTINGUISHING CHARACTERISTICS**

Distinguished from Secretary in that incumbent does not routinely perform specialized clerical tasks. Distinguished from Records Management Coordinator in that the Records Management Coordinator is not responsible for records pertaining to criminal justice activities.

**EXAMPLES OF DUTIES**

- Plans, organizes, and supervises clerical operation of the Records Division relative to coding, data entry, maintenance, retrieval, purging, sealing, microfilming and storing of police records and reports such as crime, arrest, fingerprint, and accident reports;
- Ensures proper operation of a computerized system of wants and warrants;
- Makes recommendations for record-keeping policies, procedures and systems to improve operations and ensure compliance with new and existing laws;
- Trains staff on proper systems and procedures to ensure compliance with laws, court decisions, rules and regulations relating to the use and confidentiality of police records;
- Approves release or inspection of police reports and monitors collection of fees at public counter;
- Responds to non-routine questions and information requests; compiles or verifies statistical information/reports generated from computerized system;
- Complies with court orders for subpoenaed records;
- Provides assistance to police administrators on special projects by gathering and formatting information;
- Tests and monitors automated record-keeping programs to ensure accuracy;
- Assigns, schedules and monitors work; evaluates employees.

**MINIMUM QUALIFICATIONS****Knowledge of:**

Supervisory principles and practices;

Office practices, procedures, and clerical techniques involved in classifying, indexing, processing, filing, retrieving, and controlling a large volume of records and reports;

State mandated file purging requirements relative to police records;

Laws pertaining to privacy and security of criminal history records and laws governing the release of crime report information under the Public Records Act to specific public agencies and the general public;

Uses of automated data or word processing equipment utilized in records systems.

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**Desirable To Have A Working Knowledge Of:**

Department of Justice automated files including:  
Automated Fire Arm Systems; Stolen Vehicle Files;  
Stolen Property file; Criminal Offender Files;  
Wanted Persons Files;  
County-wide warrant system; and NCIC records.  
California State Codes including: Evidence; Civil Procedure; Vehicles and Penal.  
Court decisions relative to police record-keeping requirements.

**Ability to:**

Supervise the work of subordinate staff including coordinating, assigning, monitoring and evaluating work, hiring and training, counseling and disciplining staff and processing grievances;  
Develop office procedures and forms used in manual or automated record-keeping systems;  
Understand and carry out complex assignments from oral and written directions;  
Establish and maintain effective and cooperative working relationships with the public and coworkers.

**LICENSE REQUIRED**

A valid Class C California Driver's License.

**EXPERIENCE**

Three years experience in a police records operation. One year in a lead or supervisory capacity is desirable.

**EDUCATION**

No specific minimum required. Coursework in records management, office management and/or supervision is desirable.

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## POLICE OPERATIONS SUPERVISOR

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### Definition

Under general direction, plans, directs and supervises the operations of the Property, Jail, Records, Traffic, Training, and Court Detail sections of the Police Department and performs related work as required.

### Distinguishing Characteristics

Distinguished from the Police Sergeant or Police Lieutenant in that the incumbents are non-sworn and are primarily responsible for administrative functions of an assigned section. Incumbents perform a full range of complex tasks and work under direction within a framework of established procedures. Work is judged primarily on overall results with latitude in determining work methods and assignment requirements. Work may require the development of recommendations consistent with directives, policies and regulations.

### Supervision Exercised/Received

Receives direction from higher level staff. Provides direction to lower level staff such as Police Services Officer, Police Records Technician and support staff.

### Examples of Essential Duties

*The following duties represent the principal job duties; however, they are not all-inclusive.*

- Organizes, plans, and oversees the day-to-day operations of an assigned section.
- Supervises staff; including instructing, assigning, planning and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, acting on employee problems, selecting new employees, implementing employee discipline, providing training, advice and assistance as needed.
- Assists with functions performed by line staff as necessary to maintain adequate service levels.
- Participates in the development of related goals, objectives, policies, and procedures;
- Implements and maintains operational procedures consistent with established practices and Government/Penal Code requirements.
- Determines section training needs, develops, implements and coordinates training programs for assigned personnel and oversees training of new staff;
- Institutes procedures to ensure accuracy; modifies or recommends modifications to systems or processes to improve accuracy and efficiency.
- Receives and responds to difficult customer service inquiries and complaints;
- Responds to inquiries and provides assistance to department personnel regarding section activities and procedures;
- Acts as a liaison to other law enforcement agencies regarding section related responsibilities; and keeps superiors informed of events that may have an impact on the department or City.
- Completes assigned routine and administrative tasks such as preparing work schedules;
- Completing payroll documents;
- Drafting staff reports;
- Managing inventory and obtaining/compiling bids for goods or services.

*In addition to the duties listed above, incumbents assigned to the specific sections listed below perform the following:*

### Jail

- Supervises the daily operation of the jail facility and provides the proper care for arrested persons;

- Insures the proper transfer of in-custodies, and the transfer of appropriate paperwork to other agencies;
- Trains, supervises, and evaluates Police Services Officers in the proper procedures for handling prisoners;
- Develops, implements, and enforces jail policies and guidelines as mandated by law;
- Maintains inventory of supplies;
- Maintains accurate records of jail operations;
- Oversees the maintenance of the jail facility and equipment within;
- Recommends improvements to the jail operations.

### **Property**

- Supervises daily operation of the property room;
- Oversees the maintenance of the property facility and equipment within;
- Monitors safety and security of the property room and staff;
- Recommends improvements to operations;
- Ensures compliance with applicable Federal, State and Local laws and ordinances;
- Provides direct supervision and participates in the selection of staff;
- Prioritizes and assigns work to staff; resolves procedural and work related problems;

### **Records**

- Supervises the daily operation of the Records Division relative to coding, data entry, maintenance, retrieval, purging, sealing, scanning and storing of police records and reports such as crime, arrest, and accident reports;
- Makes recommendations for recordkeeping policies, procedures and systems to improve operations and ensure compliance with new and existing laws;
- Trains staff on proper systems and procedures to ensure compliance with laws, court decisions, rules and regulations relating to the use and confidentiality of police records;
- Approves release or inspection of police reports and monitors collection of fees at public counter;
- Responds to non-routine questions and information requests;
- Compiles or verifies statistical information/reports generated from computerized system;
- Complies with court orders for subpoenaed records;
- Tests and monitors automated recordkeeping programs to ensure accuracy.

### **Traffic**

- Directs and assigns work relating to the parking control and crossing guard functions;
- Determines need for services;
- Inspects work stations to observe and evaluate performance;
- Handles public relations, post storage hearings and investigates claims and complaints;
- Maintains time records and logs; prepares a variety of reports;
- May occasionally perform the duties of Parking Control Officer or Crossing Guard.
- Supervises and coordinates special events such as the Armed Forces Day Celebration & Parade and the 4th of July Celebration at Wilson Park.

### **Court Detail**

- Supervises the daily operations of the Court Detail;
- Acts as a liaison for the Police Department with the District Attorney's Office, City Prosecutor's Office, Parole Hearing Boards, and various courts and Judges;
- Oversees the Department's processing of personal appearance subpoenas;
- Manages and controls court overtime;
- Reviews new court policy or programs;

- Establish new policies or procedures;
- Recommends improvements of the court operations;

### **Research & Training**

- Identify resource needs; review needs with appropriate management staff; allocate resources accordingly;
- Establish schedules and methods for providing training programs;
- Review training programs, seminars, and course content for applicability to requirements; recommend the retention of training consultants and vendors; prepare training vendor contracts and recommend payment for services rendered;
- Coordinate activities with those of other divisions and outside agencies and organizations;
- Plan, coordinate, and schedule training sessions for all staff of the Police Department;
- Maintain awareness of new trends and developments for the Police Department and incorporate new developments as appropriate into existing programs;
- Evaluate current training products that are available to meet specific and general needs and/or develop/modify training materials.

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### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:*

- May be called upon to testify in court.
- Attends division, department, and community meetings as required.
- Performs related duties as required.

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### **Qualification Guidelines:**

#### **Knowledge of**

- Principles of supervision, training and employee relations.
- Police procedures, rules, regulations and terminology and law enforcement codes as related to assigned functions.
- Computerized law enforcement and public safety information systems;
- Municipal codes, police policy and procedures, penal code, vehicles codes, health and safety codes and business and professional code.
- Basic English, grammar, spelling, punctuation, vocabulary and arithmetic.
- Report writing techniques;
- Effective interviewing techniques;
- Effective safety principals and practices.
- City policies and procedures affecting departmental operations.
- General City operations.

*In addition to the above, incumbents assigned to the specific areas listed below are also expected to have knowledge of the following:*

#### **Jail**

- Correctional principles, procedures and operations,;
- Jail policies and procedures, including Title 15 guidelines, and penal codes;
- Bail schedules;
- Vehicle codes;
- Booking laws and procedures.

#### **Records**

- Penal, government and other laws and codes pertaining to the management, reporting and dissemination of criminal and related records and other information;

- County and municipal ordinances and procedures relating to records, warrants, and public counter functions;
- Computerized law enforcement and public safety information systems;
- Office practices, procedures, and clerical techniques involved in classifying, indexing, processing, filing, retrieving, and controlling a large volume of records and reports;
- State mandated file purging requirements relative to police records;
- Laws pertaining to privacy and security of criminal history records and laws governing the release of crime report information under the Public Records Act to specific public agencies and the general public;
- Uses of automated data or word processing equipment utilized in records systems.

#### **Ability to**

- Supervise the work of subordinate staff including coordinating, assigning, monitoring and evaluating work as well as training, counseling, disciplining staff and handling grievances;
- Supervise and motivate personnel in a high stress environment;
- Inspire confidence in subordinate personnel and new employees in training;
- Promote cooperative team work and customer service values among employees;
- Deal constructively with conflict and develop effective resolutions;
- Quickly assess a situation and take appropriate action under stressful and emergency conditions;
- Manage multiple tasks, as well as determine priorities and adjust work schedule accordingly;
- Communicate effectively with, and respond to, a demanding and diverse public in answering questions, policies, and handling complaints;
- Act independently, exercise sound judgment within established guidelines and maintain confidentiality;
- Understand and interpret rules, regulations and laws related to assigned function;
- Deal tactfully and effectively with the public;
- Interpret, apply and explain section related laws, codes, regulations, and policies;
- Compose, compile and maintain correspondence, special studies, statistical analyses, and reports;
- Understand and carry out oral and written directions.
- Establish and maintain effective working relationships with subordinates, coworkers, management, other city employees, public officials, employees from other agencies, and the general public;
- Operate modern office equipment, computers and software applications;
- Implement and adhere to City and department rules, regulations and policies that govern assigned services and operations;
- Learn and utilize new skills and information to improve job performance and efficiency.

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#### **License or Certificate:**

A valid California Motor Vehicle Operator's License (Class C) of the appropriate class or grade.

Complete a basic supervisory course within one year of appointment.

*Incumbents assigned to the Jail must complete:*

Prior to assuming supervisory duties, jail supervisors must complete the core training requirements pursuant to Section 1020, Corrections Officer Core Course California Code of Regulations Title 15.

*Incumbents assigned to Records must complete:*

Must complete the POST Records Supervisor course and Public Records Act Course, CLETS Basic Course and the CLETS Train and Trainer course within one (1) year of appointment.

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**Education and Experience:**

*Any combination of education and experience that provides the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:*

Graduation from high school or possession of a GED Certificate; and three years of increasingly responsible experience in a law enforcement environment in the specific area of assignment.

One year of supervisory or lead work experience is preferred.

An Associate Degree or sixty (60) or more college units from an accredited college or university with major coursework in criminal justice, public or business administration, political science, or closely related field, is desirable.

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**Special Requirements**

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Must be able and willing to work rotating shifts and holidays.

May be rotated to any of the assignment areas.

Must be able to successfully pass a background investigation.

Requires the ability to drive to specific locations; work outdoors and possible exposure to variable weather conditions. Frequently required to walk, stand, stoop, kneel and use arms, legs, and back to lift and or move up to 50 pounds. Requires back and leg coordination to stoop, kneel, crouch, bend and crawl. Requires use of arms to reach and carry and use of hands to operate, finger and handle objects and controls. Requires sound and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions. Requires the ability to accurately perceive sounds.

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**Career Ladder Information**

Experience gained in this classification in addition to training and course work may serve to meet the minimum requirements for promotion to Police Records Administrator.