RECORDS SUPERVISOR

POSITION SUMMARY

Responsible for coordinating and providing supervisory direction of assigned staff; maintaining open lines of communication with subordinates and administration; compiles and maintains all official police records; handles all requests for police records.

RESPONSIBILITIES

Essential Duties:

- Work requires the direct application of a variety of procedures, policies, and /or precedents.
- May monitor budget activities but no responsibility for budget and expenditure authority.
- Supervises assigned staff and coordinates scheduling. Monitors the work of subordinates and ensures their work complies with guidelines, policies, and procedures. Provides direction and technical assistance to subordinates.
- Mentors; promotes teamwork and displays a positive example to subordinates.
- System Administrator for Records Management System.
- Supervises Sex Offender Registration Records; complies forms to send to state and counsels offenders on the laws regarding Sexual Offender Registration as set forth by the ND Attorney General.
- Supervises and approves the processing of crime reports and the transcribing of written reports into numeric NIBRS coding for State and National Statistics.
- Prepares statistical information on a monthly basis as required by Federal Government.
- Receives, re-directs, and responds to a variety of communications.
- Manages the maintenance, protection, retrieval, retention, and destruction of all Police records; maintains records security and protection according to mandated requirements and department policy.
- Validate and audit NCIC entries.
- Interacts with the public as a representative of the Records Department.
- Performs a variety of data entry duties.
- Collects fees, balances cash drawer, prepares deposits and orders office supplies.
- Helps facilitate the NCIC and CJIS authorization for new employees.
- Collects fees, balances cash drawer, prepares deposits and orders office supplies. Daily
- Performs other duties of similar nature or level as required.

Knowledge, Skill and Abilities:

- Knowledge of supervisory principles.
- Knowledge of North Dakota Public Records Laws.
- Knowledge of principles and practices of Uniform Crime Reporting.
- Customer service techniques and phone etiquette.

- Ability to learn and apply policies, procedures, regulations, principles and applications.
- Ability to plan, organize, prioritize, coordinate, assign, and evaluate the work of division staff.
- Data entry skills.
- Familiar with a variety of office equipment and related applications.
- Effective oral and written communication skills.

Judgment/Decision Making:

- Provides input and assists in the development of objectives and procedures related to general records services/customer service within the established scope of department operational goals and plans.
- Establish work schedules and approves unscheduled time off.
- Required to provide solutions and proactive recommendations to operational, procedural, and personnel issues to be reviewed by Supervisor.

RELATIONSHIPS

Leadership/Supervisory Responsibilities:

- Supervises records personnel at a division level.
- Has some human resource responsibilities for subordinates.
- Confers with and reports directly to Supervisor regarding human resource and operational issues.

Relation to Others:

- Regularly works with multi-agencies and has significant contact with the general public in regard to record division services.
- Participates in command and staff meetings to provide input, vision, and identifying records division operational concerns.
- Mediates subordinates in time of conflict while assessing and diffusing problem situations.

SKILLS

Education and Experience

- High School Diploma or General Equivalency Diploma
- 3-5 years experience in police records or emergency dispatch.
- Two or more years in a supervisory role or demonstrated professional development preferred.
- Or the equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Special Requirements:

- Valid Driver’s License

- NCIC Certification and Validation officer.

WORKING CONDITIONS

Environment

- Positions in this class typically require: sitting, reaching, grasping, talking, hearing, seeing and repetitive motion.
- Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently on constantly to lift, carry, push or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Classification: Grade 15 (G-15)
FLSA: Non-Exempt

10/2010 - Draft prepared by Police Department
10/27/10 – Civil Service Approved
11/15/10 – Approved by City Commission
5/22/14 - Updated to new format (Title change from Support Service Specialist to Records Supervisor)
5/28/14 - Approved by CSC
6/16/14 – Approved by City Commission (Reclassification from Class II to Class III)
Updated: Classification updated by HR Torgerson to align with the new pay scale, effective June 23, 2025.