



CITY OF POCATELLO CLASSIFICATION SPECIFICATION

Police Records Supervisor/Spillman Administrator

Department: Police Reports to: Police Lieutenant Pay Grade: H12
Date Established: 7/2014 Date Revised: 7/2018 FLSA Status: Exempt

CLASSIFICATION SUMMARY

The Police Records Supervisor/Spillman Administrator manages the Records Section of the Pocatello Police Department to supervise personnel and all document standards, storage retention and retrieval. The job also oversees the agency Records Management System (Spillman Database) responsible for adding personnel, assigning permissions, monitoring standards and usage, auditing, troubleshooting, creating tables and bringing the system up or taking it down for needed maintenance.

The job is responsible to plan, organize, coordinate and oversee the activities of the Records Unit of the police department including records maintenance, distribution, storage and archiving; and overseeing and organizing the records computer software system and conforming to Idaho Law Enforcement Telecommunications System entries, modifications and deletions. The job supervises records staff, assigning and monitoring work and evaluating work performance.

The job requires a high level of confidentiality and integrity, along with strong supervisory, leadership and organization skills, attention to detail and previous law enforcement experience, with analytic abilities to monitor and maintain the computerized records management system. The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, and the general public.

The work environment includes an office environment with moderate noise level. As Spillman Administrator the job is subject to on-call status on a regular basis for system emergencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Supervises, schedules and delegates work of employees in the Records Unit and Parking Enforcement. Provides training and evaluates work. Participates in the selection of personnel and issues or recommends personnel actions as needed. Manages daily workflow and ensures that employees provide effective and efficient customer service while following the processes, procedures and policies required of the Department. Communicates with officers regarding the records unit functions, activities and performance of assigned personnel. Responds to customer complaints. Ensures compliance to state, federal and local laws, codes and ordinances related to maintenance and security of records and ensures integrity of records. Serves as Records Custodian to create and audit data standards and records retention under the State Privacy Law for records both electronic and paper.

Serves as agency System Administrator for Spillman multi-agency Records Management System database. Adds/removes users, assigns privileges, monitors actions, audits usage and standards. Maintains system interfaces for State Link ILETS/NCIC, E-Ticketing and Mobile Units. Adds software for RMS/MOBILE/Mapping to department computers and laptops. Troubleshoots issues and responds to calls for service. Maintains Livescan fingerprint equipment. Adds users, resolves user issues, brings system up/down. Compiles and reports statistical information for the public, department or other evaluation needs. Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems. Provides assistance, information and answers questions from the public.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty and be successful in the position.

Knowledge of:

- Principles, practices and techniques of effective supervision of employees;
- Police Department organization, mission, objectives and operations;
- Records management and retention;
- Records unit functions, procedures, policies, rules and regulations;
- Federal, state and local laws and regulations pertaining to records management;
- National Incident Reporting System requirements and usage;
- Customer Services procedures and techniques;
- Operation of a personal computer and job-related software and specialized systems such as Spillman, NCIC, ILETS, etc.;
- Current office practices and procedures;
- Recordkeeping and bookkeeping practices and procedures;
- English grammar, spelling, punctuation and composition.

Skill and Ability to:

- Plan, organize, coordinate and oversee the activities of the Records division;
- Administer and manage a multi-agency shared Spillman server;
- Audit computer usage and compile analytical data from computer systems;
- Assist in the formulation and implementation of unit goals, objectives and policies;
- Train, supervise and evaluate personnel;
- Assure unit compliance with various laws, regulations and policies concerning police records and parking enforcement;
- Direct the proper maintenance, retention and release of police records;
- Maintain up-to-date knowledge of policy and procedures related to records management and retention and parking ordinances;
- Provide relevant and accurate answers to questions from members of the public and City and Police Department staff;
- Perform systems administration responsibilities;
- Troubleshoot and resolve system issues;
- Establish and maintain accurate records and files, both computerized and hardcopy;
- Speak clearly and communicate accurate information to others.
- Proficiently operate computers, software programs, maintain information, and generate reports;
- Write and create Spillman reports;
- Prepare accurate and grammatically correct written reports;
- Respond to citizen requests in a courteous and effective manner;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- High school diploma or GED;
- At least five (5) years' experience working with law enforcement records, preferably in a supervisory role;
- At least two (2) years' experience with Microsoft products and/or systems administration;

- Successful completion of Police Department background check, CVSA and drug screening is required;
- ILETS and NCIC Certification is required;
- UNIX/RMS certification is preferred;
- CPR Certification is preferred.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk and sit for extended periods of time. The job requires hand/finger dexterity to handle materials, keyboard to type and reach with hands and arms. The job requires operation of a computer and job-related equipment. The employee must occasionally lift and/or move up to 25 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions, communicate clearly and effectively and interact with the public is required. While performing the duties of this classification, the employee may be impacted by fast-paced and stressful emergency conditions or exposed to graphic reports of criminal activity. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.