

## **POLICE RECORDS SECTION MANAGER**

### CLASS DESCRIPTION

#### General Responsibilities:

This is responsible professional, supervisory, managerial and administrative work within the Police Department. This position is responsible for coordinating, planning, development and implementation of both the City of Madison Police Department Records Section programs and services, and Technology Section programs and services; and related budgets. Under the general supervision of the Assistant Chief of Police – Support Operations, the employee functions as an integral member of the Police Management Team by providing expertise, and serving as the representative of the agency, in all issues of records and information management, and policy obligations. Work involves substantial project leadership; extensive knowledge of network security within law enforcement organizations; coordinating work in conjunction with department personnel, City IT resources, vendors, consultants, Municipal Court personnel, the District Attorney's office and other consortium law enforcement agencies. This position supervises both commissioned and civilian personnel. Work is characterized by a high degree of knowledge, independent judgment, discretion and initiative in coordinating and overseeing a comprehensive records management system (RMS) and several technology solutions in accordance with department policies, City ordinances, and state/federal laws. .

#### Examples of Duties and Responsibilities:

Manage Records Section operations including the duties of the Section's unit supervisors (in their absence) and public access of records in the Records Unit. Oversee the hiring, training, evaluation and discipline of Records Section staff. Review schedules, approve priorities and meet regularly with the supervisory staff. Oversee and participate in all related personnel and labor relations matters. Interview and hire staff according to guidelines established by the Department. Evaluate staff performance and develop approaches to improve performance when necessary. Respond to employee grievances. Prioritize and assign work. Resolve operational or systems problems. Provide leadership and support for the four units.

Evaluate and develop recommendations on the most effective method of Section operations regarding request for service, workload priorities, schedules and reporting requirements to the Management Team for review and implementation.

Communicate needs of the Records Section and Technology Section to staff including verbal review of guidelines, procedures, standards and goals and objectives of the Records Section and Technology Section.

Ensure that the Madison Police Department records are current. Work with City Attorney's representative to determine legal records retention schedules. Establish and monitor procedures to ensure the confidentiality of records and the compliance with any federal/state laws and city ordinances as appropriate.

Manage the processing of municipal citations, criminal citations, and parking citations and work with the Madison Municipal Court on the court process.

Coordinate various police sections in the development and implementation of records management programs and procedures as it relates to the centralized storage, including computerized access to automated information system. Develop, monitor and maintain computer record inventories and indexes and initiate physical inventories of records as necessary. Conduct periodic evaluations of records inventories and assist sections in developing improved records management practices and retention schedules.

Maintain an awareness of records management developments through contact with agencies such as the State Attorney General's Office, the Madison City Attorney's Office and the State Public Records and Forms Board. Maintain relations with interagency requestors to ensure their needs are met in a timely manner. Keep abreast of innovations and best practices in records management systems and processes.

Oversee the coordination of requests for public records through the Wisconsin Public Records Law. This includes the receipt, research, preparation and compilation of requests. Provide follow-up information to customer and staff inquiries in written and oral responses.

Oversee the Records Custodian conducting reviews of complex open records requests; and coordinating with City Attorney for recommendations on complex public records requests. Supervise the Public Records Lieutenant and cover the Records Custodian duties in the Lieutenant's absence.

Manage projects including, RMS upgrade, MOBILE upgrade, special incidents, etc, including timelines, outcomes, and budgets. Create work plans and develop a schedule for project completion that effectively allocates resources. Manage project staff, tasks and deadlines. Communicate progress and all other necessary information to internal and external interests.

Serve as the department lead for relations with the RMS Consortium consisting of 12 other law enforcement agencies that share the same Records Management System. Ensure their concerns and needs as it relates to the technological aspects of the RMS and the associated software applications are met.

Prepare periodic statistical and narrative progress reports. Prepare informational memos and written recommendations as needed to operate the program. Provide data for the MPD Annual Report. Prepare other reports for the Chief of Police on unit performance and initiatives.

Actively participate as part of the Management Team in program and strategic planning and evaluation activities. Coordinate team efforts on records matters and special projects, as assigned. Serve on Management Team subcommittees as needed, such as the Policy subcommittee.

Represent the Madison Police Department and /or City interests with the community, other city agencies, the municipal court personnel, and other government entities as appropriate.

Serve as the department designee to the City IT department for any technology and user access approvals.

Plan and direct the activities involved with special events such as Freakfest, Mifflin Street, protests, rallies, etc. as it relates to the Arrest Processing function of the Incident Action Plan. Conduct training for department staff, including at stations throughout the City, on proper handling and processing of records.

Develop, administer, and monitor the operating and capital budgets for the Records and Technology Sections. Approve expenditures and manage accounts for both operating and capital expenses incurred by the Records and Technology Sections. Participate on RFP processes for capital projects. Write for any associated grant opportunities. Review contracts/agreements with vendors for purchases and /or services.

Participate, as required, as a member of the Police Department's labor negotiating team and at monthly labor management team meetings.

Perform related work as required.

## QUALIFICATIONS

### Knowledge, Skills and Abilities:

Thorough knowledge of records management considerations (automated and hard copy) incorporating related computer systems and software. Thorough knowledge of current technologies used in managing a large number of diverse records systems. Thorough knowledge of law enforcement reporting procedures. Thorough knowledge of related confidentiality standards and the application of open records statutes. Thorough knowledge of law enforcement property handling practices. Thorough knowledge of general office procedures and supervisory principles and practices. Working knowledge of municipal court protocols. Working knowledge of and ability to use computers and software as applicable to the duties of the position. Working knowledge of budget development and monitoring. Ability to develop, administer, and monitor policies and administrative procedures applicable to Police Department programs. Ability to write clear and concise reports. Ability to conduct complex analytical studies of Police Department operations and functions. Ability to develop records and forms management programs to fit within the Police Department records program. Ability to prepare the Records Section budget. Ability to exercise independent judgment and discretion with confidential and sensitive information. Ability to prioritize and manage complex and multiple workloads. Ability to deal tactfully and firmly with potentially hostile individuals. Ability to effectively recommend and implement improvements in technology the department and consortium agencies. Ability to supervise and direct the activities of subordinate staff. Ability to hire, train, assign, evaluate and discipline employees. Ability to develop and justify budgetary requests and control budget expenditures. Ability to effectively coordinate and provide leadership to diverse teams and organizational improvement efforts. Ability to develop and maintain effective working relationships with staff, other city and law enforcement agencies, vendors and the general

public. Ability to communicate effectively both orally and in writing. Ability to work independently; to perform multiple, unrelated duties at the same time, and to organize work effectively and efficiently. Ability to maintain adequate attendance.

Training and Experience:

Generally, positions in this classification will require:

At least one year experience supervising the records and property sections of a police department. Such experience would normally be gained after three years of responsible administrative experience involving physical records management, with at least one year of which involved direct responsibility for the maintenance of a comprehensive records management system and one year of supervising staff and graduation from a four year college or university with a degree in Business Administration, Public Administration, Criminal Justice, or a related field. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of these positions will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Necessary Special Qualifications:

The ability to meet the transportation and mobility requirements of this position.

The incumbent will be expected to attend meetings that occur outside regular work hours, including evenings and weekends.

The incumbent will be expected to completed training in Advanced Records Management, Police Property Management, and Open Records during the probation period. Failure to complete the training during probation may result in removal from the position, absent extenuating circumstances.

<b>Department/Division</b>	<b>Comp. Group</b>	<b>Range</b>
Police	18	15

Approved: \_\_\_\_\_  
Brad Wirtz  
Human Resources Director

Date