

RECORDS SUPERVISOR**DEFINITION**

Under direction, supervises clerical activities in assigned area of responsibility and performs clerical administrative duties as required.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from Division Manager or designee. Exercises supervision over assigned clerical and administrative support staff.

DISTINGUISHING CHARACTERISTICS

Incumbents supervise clerical staff responsible for classifying, filing, searching and maintaining records and other data pertinent to assigned area of responsibility. Incumbents are also responsible for maintaining, locating and archiving records. Work is reviewed through inspection of records, reports and consultations on work activities.

For positions assigned to the Police Department, this class differs from a non-sworn or sworn Manager in that incumbents of the latter are responsible for managing the overall multi-shift operations of the Police Records Bureau or administer a Bureau within the Police Department.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

(Typical duties may include, but are not limited to the following:)

Assigns, coordinates and supervises the work of subordinate personnel on an assigned shift; takes corrective action when necessary.

Controls clerical procedures and incoming and outgoing information and records.

Evaluates clerical work methods and systems; recommends changes when necessary.

Develops, implements, maintains, locates and archives records, documents and other pertinent data; assists department administration in developing and implementing automated record keeping systems and processes adhering to applicable retention program.

Provides oversight and ensures integrity of developed systems.

Responds to requests for information from the public and outside agencies; answers routine questions and/or responds to more complex inquiries requiring the interpretation of policies and procedures.

Gathers and compiles information in response to requests from the public, City staff or outside agencies.

Initiates and prepares routine correspondence and notices for signature by appropriate management staff.

Reviews finished materials for completeness, accuracy, format, compliance with policies and procedures and appropriate English usage.

Prepares, maintains and reconciles financial records and reports related to assigned area of responsibility.

Trains and evaluates subordinate personnel.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Office procedures, principles, practices and equipment.

Applicable department terminology and procedures.

Principles and practices of effective employee supervision, including selection, training, work evaluation and discipline.

Customer service principles and practices.

Correct English usage, including spelling, grammar, punctuation and vocabulary.

Data collection and analysis techniques.

Filing principles and practices.

Ability to:

Understand and follow complex written and oral instructions.

Classify and index a large variety of detailed records.

Assign, supervise, evaluate and train subordinate personnel.

Communicate effectively in oral and written form.

Use a variety of personal computer business software applications to prepare clear, concise and comprehensive records, reports, correspondence, and other written materials.

Establish and maintain effective working relationships with those contacted during the performance of assigned duties.

MINIMUM QUALIFICATIONS

Two years of experience as a Senior Administrative Clerk with the City of Fresno; OR three years of increasingly responsible lead or supervisory experience in records management which involved complex data entry, record processing and file maintenance, preferably within a public agency.

Depending upon assignment, recruitment may be limited to a specific area of expertise as required by operational needs.

Special Requirements

For positions assigned to the Police Department, must successfully complete a polygraph test and an extensive background investigation prior to appointment.

Possession of a valid California Driver's license may be required at time of appointment.

APPROVED: _____
Director

DATE: _____

JC:CW:NT/09/16/02
TJM: scm 11/15/13 revisions