

Class Title: Police Records Supervisor

Class Code: 418

Department: Police

Reports To: Police Administrative Mgr.

Salary Grade: nr29

FLSA Status: Exempt

Represented: No

FTE Status: FT

General Statement of Duties/Supervision

The Police Records Supervisor is responsible for the oversight, management, and compliance of the Police Department's records systems. This position ensures that all records are accurately maintained, securely stored, and disclosed in accordance with applicable state laws and public disclosure regulations. The Supervisor provides direct supervision to administrative staff, establishes and enforces records procedures and standards, and serves as a key partner to the Police Administrative Manager in advancing the department's operational objectives and strategic initiatives.

Essential Job Duties

- Directs, supervises, and supports all operations within the Police Department Records Unit.
- Oversees the intake, classification, storage, retention, and authorized destruction or release of police records in compliance with applicable laws.
- Provides department-wide guidance on records retention and public disclosure processes and requirements, and applicable local ordinances.
- Collaborates with the Police Administrative Manager to align records practices with department goals, monitors performance, and ensure continual process improvement.
- Prepares law enforcement records for public disclosure, ensuring compliance with complex legal frameworks and applying sound judgment on sensitive and exempt information.
- Supervises and evaluates administrative staff, including scheduling, performance reviews, discipline, coaching, and professional development.
- Develops, updates, and implements internal policies, procedures, and training programs for records management and administrative operations.
- Recommends and implements technological improvements and processes related to digital records systems, software upgrades, and process automation.
- Provides the Department with recommendations about law enforcement records management and records dissemination based on industry standards and practices along with state and federal requirements.
- Maintains quality assurance and legal compliance of records systems; monitors file integrity, access controls, and backup protocols.
- Ensures records and information systems are maintained in accordance with rules, regulations, space and other consideration; monitors and makes adjustments as necessary.
- Serves as a liaison for human resources and IT, coordinating onboarding and offboarding procedures for department personnel, including HR documentation, equipment issuance, and system access.

- Organizes staff support operations for timely and accurate completion of routine and specialized tasks; evaluates office functions; recommends and implements improvements to optimize efficiency.
- Coordinates records staff schedules, calendars, and priorities to ensure smooth operations.
- Administers executive-level administrative functions, including payroll audits, department-wide scheduling, and operational support functions.
- Responds to internal and external public inquiries, ensuring courteous, accurate, and timely responses to resident complaints, service requests, permits, and other inquiries.
- Performs work on special projects as assigned.
- Other duties as assigned.

Knowledge, Skills, and Abilities:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. Listed below are the knowledge, skills and abilities required for this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Extensive knowledge of office management principles, including scheduling, filing, and recordkeeping systems, as well as departmental and municipal administrative operations, policies, and procedures.
- Expertise in modern office technology, including the Microsoft Office Suite, budgeting software, and database management systems.
- Exceptional verbal and written communication skills, including the ability to draft, proofread, and edit complex documents, correspondence, and reports.
- Analytical and strategic problem-solving skills for diagnosing issues, developing innovative solutions, and implementing improvements to administrative procedures.
- Strong organizational skills, with the ability to prioritize and coordinate multiple projects, meet deadlines, and maintain high levels of accuracy and attention to detail.
- Capacity to work collaboratively with diverse groups, including residents, municipal departments, external agencies, and community stakeholders, while maintaining professionalism in public settings.
- Adept at providing courteous and professional responses to public inquiries, complaints, and service requests.
- Ability to manage sensitive information with discretion and ensure compliance with confidentiality protocols.
- Flexibility to adapt to changing priorities, unexpected challenges, and diverse responsibilities while maintaining operational efficiency.
- Skilled at providing high-level administrative support to leadership, including schedule management, meeting coordination, and project oversight.

Minimum Qualifications:

- Associate degree in Business Administration or related field; equivalent work experience may be considered to satisfy this requirement.

- Proven experience in administrative support, preferably within a government or public safety setting.
- Strong supervisory, organizational, and problem-solving skills.
- Proficiency in Microsoft Office Suite and other relevant software applications.
- Excellent communication skills, both written and verbal.
- Ability to manage confidential information with discretion.

Preferred Qualifications:

- Training/Licenses/Certifications: A valid Washington state driver's license is required. Must be able to be bonded.

Supplemental Information: None

Contacts: Residents, City Staff and other agency staff/representatives.

Working Conditions: Positions in this class perform work predominately under normal office working conditions; extensive time working at a computer station is a regular part of the job. No heavy lifting without assistance is required.

Supervision: Supervision is received from the Police Administrative Manager by general review of the Records teamwork methods, completion of tasks and adherence to laws, policies and procedures.

Accountability: The Records Supervisor is accountable for ensuring the Police Department meets all applicable rules and regulations concerning records retention and public records requests, and that storage and retrieval systems meet the City and public needs.

Physical Requirements: Work is often performed in an office setting. Specific physical requirements and typical working conditions for this position are on file in the Administrative Services Department.

The City of Tumwater is an Equal Opportunity Employer (EOE), committed to a diverse workforce. Women, minorities and people with disabilities are encouraged to apply.