

**DOUGLAS COUNTY
SHERIFF'S OFFICE**

JOB TITLE: RECORDS MANAGER

Exempt: Yes

Job Type: 4053E

Pay Grade: E405

Department: Office of the Sheriff

Approved/Reviewed By: Sheriff Darren Weekly

Date: 01-10-23

General Duties: Performs supervisory and administrative work, planning, organizing, and directing the activities of the Records Section. Work involves managing and supervising personnel, monitoring and resolving public and safety request issues, overseeing the release of records in accordance with state law and Office procedures, verifying the accuracy of computer entries, maintaining departmental files, and attending meetings and functions pertaining to the Records Unit.

Supervision Exercised: Serves as the manager of the Records Section, to include supervision of personnel assigned to the Records Unit, CJRA Unit as well as other civilian staff within the Records Section. Oversees the daily operation of the Records Section to include scheduling, coordinating, evaluating, and the direct supervision of the staff assigned to the Records Unit.

Supervision Received: Reports directly to the Captain (Commander) of the Support Services Division.

Consequence of Error: This work entails performing a variety of complex supervisory responsibilities. Consequence of error may result in budget overrun, reduction of services, and public perception of mismanagement and the creation of legal and/or personal liability for members of the Sheriff's Office involving both criminal and civil matters. Errors can also affect the livelihood and criminal history of the citizens. Violating release laws pertaining to the release of records could result in criminal prosecution and charges of Official Misconduct.

Examples of Duties and Responsibilities:

- Serves as official Custodian of Records for the Sheriff's Office.
- Acts as the Subject Matter Expert (SME) in the Colorado Criminal Justice Records Act (CCJRA) and the Colorado Open Records Act (CORA) as they apply to the Records Section and the Sheriff's Office.
- Advises and consults with appropriate personnel and officials and other governmental agencies in operational matters; ensures compliance with the CCJRA and CORA.
- Management and supervisory decisions must be made daily in the absence of policy.

- Plans, organizes, and directs the activities of the Records Section in accordance with Sheriff's Office policies and procedures and state laws.
- Manages, supervises, assigns, directs, and trains all personnel in the Records Section.
- Researching, writing, implementation of Standard Operating Procedures (SOPs), and CALEA accreditation compliance for the Section. Responsible for detailed and accurate SOPs adherence and that SOPs are maintained, routinely reviewed, and updated.
- Oversees certifications and re-certifications of assigned personnel.
- Makes recommendations for routine personnel matters including training, assigning, scheduling, and discipline.
- Responsible for records code tables and state statute tables in the Records Management System (RMS).
- Extensive knowledge of filing and record keeping techniques as required by CCJRA and State Archives to include auditing of files prior to destruction.
- Ability to deal with confidential and sensitive materials and records and maintain trust.
- Completes employee performance evaluations.
- Thorough understanding of the administrative process and the workings of the Sheriff's Office.
- Performs administrative functions such as monitoring budget and expenditures, budget preparation, purchasing of equipment and supplies, and other reporting as required.
- Responsible for monitoring operations of data systems used by the Section.
- Develops maintenance programs and inventory validation for Section equipment.
- Ensures a constant and accurate flow of communication between the Section, and all other areas of the Sheriff's Office, public, and outside agencies.
- Reviews and inspects, for accuracy all monthly reports produced by the Section.
- Deals with customers in escalated situations.
- Maintenance, verification, quality control, and retrieval of criminal justice records.
- May be required to work modified shifts.
- Develops and maintain a disaster recovery plan which provides for the protection of vital law enforcement records and meets the emergency data processing and information needs of the Office.
- Informs the Support Services Division Captain of general conditions, important developments or unusual conditions which may require the Captain's (Division Commander's) attention.
- Testifies in court on record procedures when a subpoena is received.
- Performs other duties as assigned.

Experience and Education:

- A bachelor's degree from an accredited college or university, five (5) years of experience in modern records management practices (preferably with a law enforcement agency) is required, or an equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills, and ability to successfully perform the essential functions of the job will be considered. Two (2) years of supervisory and office management experience is required.
- Working knowledge of records law enforcement database systems is required.
- Knowledge of applicable laws, rules, and regulations related to law enforcement records

- including law enforcement codes and terminology.
- A valid Colorado driver's license and a good driving record.
 - Ability to pass a Sheriff's Office background check and qualifying exams.
 - Ability to obtain and maintain the required CCIC/NCIC credentials and CJIS access.

Essential Functions:

Language Skills: Ability to read and interpret documents and procedure manuals. Ability to read, interpret and develop routine documents, reports, and correspondence. Ability to communicate effectively with co-workers and the public. Ability to establish and maintain effective working relationships. Ability to cope with and defuse angry, emotional, and exited persons.

Basic Knowledge: Extensive knowledge and understanding of basic and advanced office procedures and methods.

Mental Abilities: Able to comprehend and retain information related to general job assignments within context of the position held. Able to understand and follow oral and written instructions and maintain confidentiality of information.

Physical Skills: Job requires walking and standing periodically. Prolonged periods of sitting at a desk and working on a computer scanning and typing for data entry is usual. Periodically requires lifting file boxes weighing up to 20 pounds. Must be able to operate general office equipment, reach with hands and arms, talk, hear, and tolerate a quiet to moderate noise level in the workplace.

Public Interaction: Explains relevant information as required by verbal and written methods. Assists public as a resource for information relevant to the job assignment. May be required to explain procedures, laws, complaints, and other information as required by verbal and written methods. Ability to deal with upset and/or irate individuals.

Verbal Skills: Speaks English clearly and converses effectively with persons of divergent ethnic, cultural, and educational backgrounds. Projects voice clearly when necessary while under personal stress.

Computer Skills: Must be proficient with the Microsoft Office 365 suite and other related software. Meet minimum standards for typing and data entry.

Office Policies and Procedures: Demonstrates a working knowledge of and compliance with all Office policies, procedures, and directives.

Emotional Abilities: Controls personal emotional responses and acts appropriately under high levels of personal stress. Demonstrates sensitivity to feelings of others; listens with empathy towards others; and displays compassion to those in distress. Controls personal aggressive responses and acts in a manner designed to calm volatile persons.

Social Skills: Establishes and maintains effective relationships with peers, supervisors, and the public.

Mathematical Skills: Ability to calculate figures and amounts such as interest, proportions, percentages. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability: Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to interpret a variety of instructions furnished in written, oral, diagram, or scheduled form.

Judgment: Applies knowledge and reasoning to make prompt and effective decisions quickly in both routine and non-routine situations; evaluates alternative courses of action and selects the most acceptable alternative; makes sound decisions in a timely manner; sizes up a situation quickly and takes appropriate action.

Initiative: Ability to undertake on assignments without waiting to be told what to do. Makes an effort to improve skills and keep informed of new developments in the field; exerts the effort needed to make sure the job is done correctly; is consistently productive.

Physical Demands: The job requires intermittent walking and standing. Periodically requires lifting file boxes weighing up to 20 pounds. Prolonged sitting and typing for data entry are usual. Must be able to operate general office equipment, reach with hands and arms, talk, hear, and tolerate a quiet to moderate noise level in the workplace.

Testimony: Must be able to provide credible testimony in a court of law or any other legal proceeding or investigation.

Other: *In the event of an emergency/disaster in or near the County, all County employees are expected to make every effort to be available to assist the County Manager, Elected/Appointed Officials and Department Directors to ensure the continued operation of any and all necessary County functions. This may mean being available to perform additional duties and hours beyond what is normally required. In the event that an exempt employee does work more than 40 hours a week in support of County operations during an emergency, such employee may receive overtime or other appropriate wage compensation in accordance with existing County policies or at the discretion of the County.*