

Job Information

Job title	Records Supervisor	Job Code: PRECSU	Pay Grade: L
Title of immediate supervisor	Manager of Administrative Services		
Department/Division	Police / Administration		
Prepared by	S. Erb		
Date Created	Mar 5, 2015	Revised date	March 23, 2021

Job Purpose

Trains, assigns, monitors, coordinates, and evaluates the work of civilian staff in the Records Support Clerk section. Works in conjunction with the Manager of Administrative Services to administer the schedule and payroll for the CUPE civilian staff in the Police Department. Organizes and initiates a variety of administrative tasks for the Records Section including Information Management processes for the Department.

Duties and Responsibilities

- Supervises Records Support Clerk staff, plans, trains, assigns and reviews work for quality and timeliness.
- Coordinates the selection, recruitment, hiring, and performance management for the Record Support Clerk staff.
- Provides information, direction, guidance, and support to Records Support Clerk staff.
- Manages shift rotation schedules for various 24x7x365 shifts, maintains calendars, time records and leave management reports for Record Support Clerks for regular full time, casual, and relief positions.
- Coordinates the development of training programs, identifies training requirements, and schedules, facilitates and implements staff training in various systems, procedures, and equipment use.
- Coordinates administrative activities, systems and procedures in support of the Manager of Administrative Services.
- Provides coordination and monitoring of program activities including hardcopy filing, electronic files and digital media management.
- Provides coordination, evaluation, and control procedures for data entry, and quality control processes to ensure information is entered with accuracy and efficiency.
- Assigns officers follow-ups to address omissions in documents.
- Maintains and reviews PRIME Flagged Records and CAD Hazards for the Department.
- Assumes a coordinating role for special projects and initiatives at the direction of the Manager of Administrative Services.
- Initiates and maintains processes and procedures for a wide range of administrative functions, ensures accurate compilation and preparation of data for special projects and statistical reports.
- Communicates and resolves inconsistencies of information received from outside agencies.
- Attends various local and provincial meetings.
- Participates in committees.
- Liaise with other police agencies, working groups and partner agencies.
- Applies relevant sections of required Federal, Provincial and Municipal statutes, regulations, bylaws, and Departmental polies and procedures.
- Maintains a high level of confidentiality and security of information in all aspects of their work.
- Performs other related duties as required.

Qualifications

- Two years in a full-time post-secondary educational program in Business Administration, Organizational

Development or related discipline, supplemented with courses or training in Human Resources.

- Four years of direct supervisory experience including three years of experience in a senior clerical position.
- Facilitation / training experience
- Proficient in MS Office Suites for word processing, spreadsheets, email systems and database applications.
- An equivalent combination of education and experience may be considered.
- Must pass/maintain the required enhanced reliability security clearance.

Physical Requirements

No physical activity required.

Working Conditions

Works in an office environment.