



DATE	April 2024
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JOB TITLE: Business Services Supervisor
 DEPARTMENT/DIVISION: Police
 REPORTS TO: Business Services Manager

SUMMARY: The Business Services Supervisor, under general supervision, is responsible for the supervision, training and evaluation of Business Services assigned personnel. Performs duties related to receiving, processing, preserving, storing, and disposing of Police records. Responsible for compliance and updates to Police Business Services' Records Management processes and procedures. Ensure departmental and individual compliance with legislative updates relating to Records Management. Works with IT to implement and troubleshoot Police records-related application software and hardware. Provides responsive, courteous, and efficient support to City departments, internal police departments, external governmental agencies and the general public.

ESSENTIAL JOB FUNCTIONS:

- Supervises, instructs, schedules, reviews, and evaluates the work activities of assigned staff of the Police Business Services
- Oversight for the accuracy of Business Services' documentation for criminal case filing retention and release evidence and records
- Monitors Police records-related software applications and hardware to ensure systems and essential hardware is available. Works with IT, vendors, and other City departments for resolution of issues
- Maintains thorough knowledge of Police Records standards, laws, and best practices.
- Maintains all Police criminal case records, associated evidence and off-site Police criminal records utilizing Police Records Management established procedures and Texas Public Safety Retention Schedules
- Business Services' Designee for routine inventories and audits of those Police criminal records which are maintained by the Carrollton Police Department
- Organizing and maintaining an orderly, efficient, safe, and effective Business Services area
- Police Custodian of Records Designee
- Responsible for maintaining Business Services' Standard Operating Procedures
- Appears in court to testify as related to Police Custodian of Records Designee for Subpoenas and related records knowledge and tasks
- Provides Notary Public services for all Police Custodian of Records Business Records Affidavits and required internal documentation
- Attend training, conferences and other Texas records management groups to stay aware of other agency records management processes, procedures, etc., to develop skills and knowledge as related public safety records management and technology
- Responsible for ensuring Business Services' personnel are in compliance with county case filing timeframes and all required legislative, administrative, and county processes and procedural updates as required for departmental distribution
- Performs other duties as assigned

SUPERVISORY/BUDGET RESPONSIBILITIES:

- Supervises all personnel assigned to Business Services
- Create and review work schedules to ensure appropriate staffing levels and support assigned to each area of responsibility
- Responsible for accurately and timely documentation of Business Services personnel performance feedback to Business Services Manager
- Responsible for recommending and assisting in implementing individual and team goals and objectives
- Provide mentoring to Business Services personnel to correct deficiencies and improve productivity
- Responsible for accurately and timely documentation of recommended Performance Improvement Plans for Business Services' Manger review
- Assists Business Services Manager in developing staffing plans as required
- Responsible for accurate and timely submissions of Business Services' requisitions for training, travel, supplies, and equipment
- Supervise maintenance and storage of all Police criminal records
- Responsible for creation of required Business Services documents, recurring reports, annual statistical and as directed, City and departmental communications
- Responsible for all assignment rosters for Business Services projects
- Responsible for pre-review and correction of Business Services' personnel timesheets prior to final approval by Business Services Manager

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of Police records management standards, principles, and best practices
- Knowledge of Police criminal records processes and procedures relating to security, creation, storage, retention and release
- Knowledge of Police digital evidence repository
- Knowledge of technology systems administration
- Denmonstrates Leadership traits of decisiveness, problem solving, communication, relationship building, maintaining confidentiality of information, innovation and change
- Demonstrates Business Acumen appropriate to a Police Business Services Supervisor and Carrollton Police Department
- Demonstrates people focus by creating an environment of open communication with Business Services personnel by having routinely scheduled team meetings and one on ones
- Skilled in planning and implementing
- Skilled in providing customer service
- Skilled in utilizing modern office equipment
- Skilled in reading, writing and comprehending English
- Skilled in time management as it applies to multi-tasking and dealing with ambiguity
- Skilled in preparing and maintaining Police records
- Skilled in operating a computer and related software applications
- Skilled in communicating effectively with all levels of management, vendors and departmental teams
- Skilled in operating a computer and related software applications
- Skilled in communicating effectively with a variety of individuals

MINIMUM QUALIFICIATIONS:

- Bachelor's or Associate's Degree and any combination of 2 years of supervisory/management experience or direct experience working in public safety organization OR
- 60 hours of college credit and any combination of 4 years of supervisory/management experience or direct experience working at a public safety organization OR

- High School diploma and any combination of 6 years of supervisory/management experience or direct experience working in a criminal records environment at a governmental agency
- Ability to establish and maintain good working relationships with other governmental agencies, department segments, and the general public
- Must complete Records Management certification within 1-year and maintain recertification
- Must obtain Criminal Justice Information Systems (CJIS) certification within 6 months and maintain recertification
- Must obtain Texas Publication Information Act Certification within 2 months and attend updated course offerings

PREFERENCES:

- Experience and training in Business Administration, governmental administration and fiscal management in a Law Enforcement setting
- Supervisory or management experience within a public safety agency
- Experience in Public Safety Records Management
- Knowledge, Implementing Adherence to the Texas Public Information Act
- Texas Public Information Act Certification

WORKING CONDITIONS:

- Frequent balancing, reaching, sitting, standing, stooping, kneeling, crouching, walking, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 25 pounds.
- Work is typically performed in a standard office environment

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check
- Must pass polygraph exam
- Must pass psychological exam
- Must complete in its entirety the Police Personal History Questionnaire.