

CITY OF OCEANSIDE

NOVEMBER 2025
JOB CODE: MGR02
UNIT: UNREP/MID-MGMT**POLICE RECORDS MANAGER**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under administrative direction of the Division Commander, plans, coordinates, directs, and supervises the work of the Police Records Unit activities and operations of the Police Department; coordinates assigned activities with other divisions, departments, and outside agencies; serves as the Police Department's Custodian of Records; and performs a variety of tasks relative to assigned area of responsibility.

EXAMPLES OF DUTIES - *Examples of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.*

Plans and coordinates the work of the Police Records Unit staff and other assigned clerical staff through subordinate supervisors. Assumes full management responsibility for all records maintenance services and activities. Plans, prioritizes, assigns, supervises, reviews, and coordinates the day-to-day activities of the Police Department's Records Unit, including managing the maintenance, retrieval, protection, retention, and destruction of police records. Coordinates schedules and facilitates adequate staffing for the Police Records Unit while establishing practices for providing records management services. Reviews needs with appropriate management staff; allocates resources accordingly.

Accountable for developing and updating unit policies and procedures for the release of law enforcement information in accordance with applicable laws as well as maintaining the integrity and confidentiality of police records.

Participates in the development and implementation of goals and objectives as well as policies and procedures. Makes recommendations for changes and improvements to existing standards, policies, and procedures.

Monitors, reviews, interprets, and analyzes new and proposed legislation; determines effects of legislation on operations; takes appropriate action to ensure compliance with applicable regulations. Conducts complex studies pertaining to a variety of administrative and operational needs; prepares corresponding written reports.

Monitors work activities to ensure compliance with established policies and procedures. Participates in the selection of assigned staff; coordinates staff training and conducts performance evaluations. Works with employees to identify and resolve deficiencies and implements discipline procedures.

Participates in the preparation and administration of the assigned program budget and makes budget recommendations based on unit needs.

Oversees the verification, authentication, and certification of records; oversees Police Department annual records destruction process in conjunction with the City Clerk's Office; oversees the receipt, response, and/or assignment of subpoenas; responds to public records requests in compliance with the California Public Records Act and Freedom of Information Act. Coordinates with staff the transfer of records to offsite locations. Creates annual purge resolution for destruction of records; oversees records destruction according to the departments and City's retention schedules. Maintains records security and protection according to mandated requirements and department policy.

Responds to requests for records and subpoenas duces tecum. Researches Public Records Act laws relating to criminal records and case law to determine authority to release or deny requests for records. Appears in court on behalf of the department, as required. Reports crime and arrest statistics to the Department of Justice.

Establishes schedules and methods for providing Police Records information to the general public. Develops and updates records management policies and procedures in accordance with Criminal Justice Information Services (CJIS), California Law Enforcement Telecommunications System (CLETS), Department of Justice (DOJ), and City policies; ensures staff adherence to all applicable regulatory, technological, and security requirements.

Manages user access and determines security levels for access to various law enforcement databases for all police personnel. Maintains security logs and conducts audits or journal searches for misuse inquiries, as necessary. Trains staff on use and security of assigned systems.

Provides staff assistance to the Police Services Administrator.

Serves as a key department liaison with regional law enforcement partners; represents the department in interagency groups and statewide forums. Serves as a liaison with other law enforcement agencies and user groups.

Performs special assignments, tasks, and projects, as assigned. Prepares and presents staff reports and other correspondence, as appropriate and necessary. Attends and participates in professional group meetings. Maintains awareness of new trends and developments in the field of records management. Incorporates new developments into programs; performs related duties and responsibilities, as required. Prepares a variety of analytical and statistical reports and correspondence on operations and activities. Develops and tracks unit performance metrics, prepares analytical reports, and presents findings to command staff and City leadership; ensures data accuracy in crime reporting to the DOJ and other entities.

Builds and maintains positive working relationships with City staff and the public using principles of good customer service.

Leads the implementation and optimization of the Records Management Systems (RMS) and related technologies; participates in vendor selection, system design, configuration, and staff training to maximize efficiency and reliability. Manages implementation of projects which impact the Police Records Unit.

Performs related duties as assigned, including leading special projects, drafting complex correspondence, and contributing to department strategic planning initiatives.

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operations, services, and activities of a law enforcement records management program.
- Public safety federal, state, and local laws, codes and regulations.
- California Law Enforcement Telecommunications System (CLETS) and Criminal Justice Information Services (CJIS) reporting and compliance requirements.
- United States Department of Justice Uniform Crime Reporting (UCR) compliance and reporting requirements.
- California Public Records Act and the Freedom of Information Act.
- State, Federal, and department regulations governing the dissemination of police records and reports.
- Principles and practices of police records retention and disposition.
- Methods and techniques of record keeping.
- Applicable laws governing the retention and dissemination of police reports and records.
- Principles of supervision, training, and performance evaluation.
- Principles and practices of customer service.
- Office procedures, methods, and equipment including computers and applicable software applications.
- Basic principles and practices of municipal budget preparation and administration.
- Principles of business letter writing and basic report preparation.
- Pertinent federal, state, and local laws, codes and regulations.

Ability to:

- Lead, develop, and manage a technically complex and high-volume law enforcement records unit.
- Understand, interpret, and apply complex legal requirements and policies regarding law enforcement records and data security.
- Communicate effectively with legal counsel, public officials, staff, and external agencies.
- Coordinate and direct the day-to-day activities of the Police Records Unit.
- Supervise, organize, and review the work of assigned staff.
- Select, train, and evaluate staff.
- Recommend and implement goals, objectives, policies, and procedures for providing Police Records Services.
- Understand the organization and operation of the City and of outside agencies, as necessary, to assume assigned responsibilities.
- Apply applicable codes and regulations to records management.
- Implement process improvements, technological upgrades, and policy reforms to increase efficiency and compliance.
- Foster a positive, inclusive, and high-performing team environment.
- Prepare clear and concise reports.
- Participate in the preparation and administration of assigned budgets.
- Plan and organize work to meet changing priorities and deadlines.
- Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the unit.
- Work cooperatively with other departments, City officials, and outside agencies.

- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, City staff, or other agencies on sensitive issues in area of responsibility.
- Demonstrate an awareness and appreciation of the cultural diversity of the community.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Manage implementation to ensure the successful execution of projects which impact the Police Records Unit.
- Manage multiple priorities under pressure, with competing deadlines and high public visibility.

EXPERIENCE AND TRAINING

Experience: Five (5) years of experience in a public agency records environment, including at least three (3) years in a supervisory or managerial capacity. Experience within a California law enforcement agency is highly desirable.

Training: Bachelor's degree from an accredited college or university with major coursework in Criminal Justice, Business, or Public Administration or a closely related field. A Master's degree is highly desirable.

License/Certificate: Possession of, or ability to obtain and maintain, a valid Class C California Driver's License with a satisfactory driving record. Possession of a California P.O.S.T. Records Supervisor Certification is highly desirable. A valid California Law Enforcement Telecommunications System (CLETS) certificate is required within three (3) months of appointment.

WORKING CONDITIONS

Physical Condition: Shall possess the physical, mental, and emotional ability to perform the essential duties of the position without the threat of hazard to self or others.

Working Conditions: Essentially all of the employee's working hours are spent in an office environment. There may be some light physical work involved in the handling of supplies, files, etc. Physical hazards are relatively nonexistent.