

**TOWN OF HAMDEN**  
**Records Division Manager**

**Classified/Competitive**  
**Department: HPD**

**B.U.: UPSEU, Unit #23**  
**Salary: Range 7**

**Position Definition:** Responsible for the daily supervision and administration of the employees and operation of the Police Department's Records Division. This position assigns, reviews and participates in the work of staff assigned to the Records Division, and collaborates with other work units, outside agencies, and the general public. The work responsibilities and job duties for this position are executed with considerable independence within a structure of policies, procedures, guidelines and regulations and under the direction of the Chief of Police and/or his/her designee. This position is also responsible for a variety of crime and statistical analysis functions through the acquisition, entry and analysis of data. Performs the duties and functions of the Administrative Assistant to the Chief of Police as needed.

**Supervision Received:** Receives administrative direction from the Chief of Police or other designated administrative official of the Hamden Police Department.

**Supervision Exercised:** Responsible for the supervision of Records Division Technicians and, at the discretion of the Chief of Police, other employees of lower rank.

**Examples of Essential Job Duties:** Directs and supervises the employees and functions of the records division, including scheduling, supplies, equipment and the organization of records archiving; assigns work activities and projects; monitors work flow and output; oversees printing, copying, data entry, filing and distribution of police records; reviews and evaluates work products, outcomes, initiatives, and procedures; meets with staff as needed to identify and resolve problems and deficiencies; coordinates the development and implementation of goals, objectives, policies, and priorities for the programs, services, and activities of the records division; recommends and implements resulting policies and procedures; identifies opportunities for improving service delivery strategies and procedures; identifies resource needs; develops and coordinates staffing plans for the division and monitors their implementation based on workload indicators; analyzes and makes recommendations for the training and professional development needs of records division staff on an on-going basis.

Ensures that National Incident Based Reporting Statistics (NIBRS) data is compiled, validated, reviewed and disseminated to the State of Connecticut Department of Public Safety Crime Analysis Unit in a timely manner; manages records requests and ensures compliance with the Freedom of Information Act (FOIA); Appears in court on behalf of the department as required; ensures that all necessary data and information, including motor vehicle stops, is compiled and submitted to appropriate agencies in a timely manner and in accordance with any local, state and/or federal laws; prepares monthly status reports quantifying results of database information and/or statistics as requested; manages the maintenance, retrieval, retention, and destruction of all non-employee police records; coordinates the transfer of records to offsite locations; creates annual purge resolution for the destruction of records; oversees records destruction. Maintains awareness of emerging and evolving advances and developments in the field of records management; incorporates new initiatives into programs, as deemed necessary; must remain current in the records management field consistent with the police department's records retention needs.

Assembles and analyzes data that depicts crime patterns and/or crime trends; Maintains awareness of developments in the field of crime statistical analysis; integrates new strategies as appropriate; provides assistance in identifying crime problems; establishes and evaluates crime prediction and resource allocation statistical models; makes recommendations to sworn staff of areas of high crime probability; creates and prepares charts, graphs, maps, reports and related materials in order to pursue and present crime prevention and detection solutions.

**Minimum Qualifications Required:** A Bachelor's Degree from an accredited college plus three (3) years of progressively responsible experience in supporting a police records division. In addition, thorough knowledge of the Freedom of Information Act, computer aided dispatch and records management is preferred; must possess and maintain a valid COLLECT/NCIC system certification from the State of Connecticut within one (1) year of hire.

**Knowledge, Skills and Abilities:**

- Client Operating Systems: MS Windows 7 and/or greater.
- Desktop Productivity Tools: MS Office, Word, Excel, Access, Power point.
- Messaging Tools: Microsoft Outlook.
- Collaborative Computing: Microsoft SQL + Access, Crystal Reports.
- Demonstrated written and verbal skills; ability to maintain positive working relationships with department personnel.
- Must be able to maintain confidentiality of records and information that are part of work responsibilities.
- Ability to learn all aspects of new software products used by the police department.

**License or Certificate:** Must possess and maintain a valid Connecticut Driver's License.

**Physiact, Mental Exertion/Environmental Conditions:** Performs duties in an office environment. Routinely and intermittently exposed to computer screen, and must take periodic breaks from screen. May be required to lift and move light to medium weights, for example, ledgers, office supplies, etc. Uses repetitive motions in operating office equipment, including keyboards, calculators, fax machines and copiers. Must be able to hear clearly (correctable to within normal limits) to record telephone information, and to see (vision correctable to 20/20) to complete applications and forms. May be required to occasionally drive to banks and off-site training classes. There is some stress in meeting deadlines.

**Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive of every task and responsibility. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.**

**Approved by the Civil Service Commission on: 7/20/15**