

SNOHOMISH COUNTY JOB DESCRIPTION

STAFF SERVICES MANAGER

Spec No. 1087

BASIC FUNCTION

Plans, organizes, and directs records management and office programs for the Records, Civil and Public Disclosure Units. This position is responsible for administering services to include supervision of staff, management of automated systems, and the retention, security, maintenance, storage and disposal of criminal records. The manager is responsible for ensuring that all relevant records needed in support of the County's law enforcement requirements are maintained in compliance with federal, State, and local regulations.

This is an appointed, non-commissioned position within the Sheriff's Office.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Manages, supervises, and directs activities of personnel assigned to the Staff Services Division.
2. Participates in the development of organizational goals and objectives.
3. Makes recommendations for changes or improvements to existing standards, policies, and procedures in compliance with applicable federal and state laws, regulations, and within county policies and procedures.
4. Implements approved policies and procedures; monitors work activities to ensure compliance with established policies and procedures.
5. Performs the more technical and complex tasks of the work unit including audits to ensure compliance with applicable rules and regulations related to law enforcement records management.
6. Manages the maintenance, retrieval, protection, retention, and destruction of all police records; coordinates with staff the transfer of records to offsite locations; creates annual purge resolution for destruction of records; oversees records destruction; maintains record security and protection according to legal mandates and department policy.
7. Ensures development and maintenance of systems, procedures, tracking mechanisms, reporting and controls on all elements of police records to ensure compliance in public records disclosure; completes subpoena for records; screens investigative and arrest reports for public dissemination.
8. Establishes schedules and methods for providing records management services; identifies resource needs; reviews needs with appropriate management staff; makes recommendations for resource allocation.
9. Participates in the preparation and administration of the assigned program budget; submits budget recommendations; monitors expenditures.

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STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

10. Assigns, reviews and evaluates the work of subordinate employees; advises, assists, trains, and develops subordinate staff; works with employees to correct deficiencies; participates in the selection of new employees and makes recommendations regarding hiring, promotion, discipline, transfer, and termination of employees.
11. Prepares a variety of analytical and statistical reports and correspondence on operations and activities; performs special assignments, tasks and projects as assigned; prepares and presents staff reports and other correspondence as appropriate and necessary; studies and analyzes forms, procedures, practices, systems; recommends changes to improve the effectiveness of operating units.
12. Corresponds in person, in writing, or by phone when a request for records is received; responds to subpoena duces tecums for department records; consults with the Prosecuting Attorney and Department of Justice as needed; researches Public Records Act laws relating to criminal records and case law to determine authority to release or deny request for records; appears in court on behalf of the department as required.
13. Provides audit support for mandated oversight, education and use of the A.C.C.E.S.S. (A Central Computerized Enforcement Service) system; responds to audit results, providing corrective actions as necessary.
14. Attends and participates in professional group meetings; maintains awareness of new trends and developments in the field of records management and public disclosure; incorporates new developments as appropriate into programs. Performs advanced level administrative duties and interacts with other county/city offices and law enforcement agencies.
15. Maintains knowledge of county personnel rules, regulations, and labor agreements.

STATEMENT OF OTHER DUTIES

16. Performs related duties as required.

MINIMUM QUALIFICATIONS

A bachelor's degree in public or business administration, criminal justice, or a related field, and five (5) years of progressively responsible experience in records administration or office management, preferably in a law enforcement agency, and three (3) years of experience in a supervisory or manager capacity; OR, any equivalent combination of education and experience which provides the required knowledge, skills, and abilities. Applicant must be a United States Citizen.

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SPECIAL REQUIREMENTS

Applicants will be subject to a polygraph, a psychological exam, a thorough background investigation including fingerprinting and a complete criminal records check. Candidates must be at least 21 years of age at the time of application, no maximum age.

A Washington State Driver's License may be required

KNOWLEDGE AND ABILITIES

Knowledge of:

- operations, services, and activities of a law enforcement records management program
- principles and practices of police records retention and disposition
- applicable laws governing retention and dissemination of police reports and records
- methods and techniques of record keeping and office management
- principles of supervision, training, and performance evaluations
- principles and practices of court and judicial process
- principles and practices of Uniform Crime Reporting
- principles of practices of excellent customer service
- office procedures, methods, and equipment including fluency with computers and applicable software applications
- basic principles and practices of budget preparation and administration
- principles of business communications to include advanced presentation and report preparation
- pertinent federal, state, and local laws, codes, and regulations

Ability to:

- plan, organize and direct the operations of a division
- supervise, organize, and review the work of assigned staff
- train and evaluate staff
- recommend and implement goals, objectives, policies and procedures for providing police records services
- understand the organization and operation of the Office and of outside agencies as necessary to assume assigned responsibilities
- determine priorities, establish performance measures, comprehend and implement new systems and methods of operation
- understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations
- apply applicable codes and regulations to records management
- prepare clear and concise reports
- participate in the preparation and administration of assigned budgets
- plan and organize work to meet changing priorities and deadlines

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KNOWLEDGE AND ABILITIES (Continued)

- effectively represent the County to outside individuals and agencies to accomplish the goals and objectives of the division
- demonstrate the ability to effectively practice excellent customer service skills
- respond tactfully, clearly, concisely, and appropriately to inquiries from the public, county staff, or other agencies on sensitive or confidential issues in area of responsibility
- demonstrate an awareness and appreciation of the cultural diversity of the community
- communicate clearly and concisely, both orally and in writing
- establish and maintain effective working relationships with staff, supervisors, command staff, various public and private officials and the general public
- exercise initiative and judgment and make decisions within the scope of authority

SUPERVISION

General supervision is received from the Bureau Chief of Administrative Services. Work is reviewed through performance evaluations, conferences, reports, meetings, and results obtained.

WORKING CONDITIONS

Work is generally performed in a usual office environment. May require driving to various locations to attend meetings, training or other related business.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: Pre 1984

Revised: September 1990, October 1990, May 2009, January 2015, August 2015

EEO Category: 1 - Officials and Administrators

Pay Grade: 110 - Management Exempt Pay Plan

Worker Comp: 5306 Non-Hazardous