



## Salt Lake County Job Description

### Records Manager - Sheriff

**DEPARTMENT:** Sheriff's Office

**JOB CODE:** 496 **GRADE:** 015

**SALARY PLAN:** GEN

**SAFETY SENSITIVE:** No

**DIVISION:** County Jail/9120

**FLSA STATUS:** Non-Exempt

**EFFECTIVE DATE:** 05/01/2024

#### **JOB SUMMARY**

Manages and coordinates the activities of the records management, retention and archiving of all Sheriff's Office records to include physical and electronically formatted records. Participates in the development and implementation of policies and procedures to include legislative recommendations regarding records management.

#### **MINIMUM QUALIFICATIONS**

Bachelor's degree from an accredited college or university in Records Management, Library Science, Management Information Systems, Business Administration, Public Administration or other closely related field, plus two (2) years of experience in police records management or a closely related field OR an equivalent combination of directly related education and/or work experience.

At least six (6) months of supervisory experience is preferred.

Due to the nature of this position, the successful applicant must pass a required pre-employment background check and subsequent mandatory background checks in accordance with Sheriff's Office and County Human Resources policy requirements.

#### **ESSENTIAL FUNCTIONS**

*The following duties and responsibilities are intended to be representative of the work performed by the incumbent(s) in this position and are not all-inclusive. The omission of specific duties and responsibilities will not preclude it from the position.*

*Applicants must be prepared to demonstrate the ability to perform the essential functions of the job with or without reasonable accommodation.*

- Supervises Assistant Records Managers and Unit Staff, which includes hiring, orienting, training, assigning and reviewing work performance, annual work performance appraisals, and discipline.
- Manages Unit activities, including planning for improvement in the efficient and effective use of personnel and equipment and coordinating special projects.
- Manages sheriff's office records retention, classification and ensures records of long-term value are appropriately archived.

- Coordinates the maintenance of the database for the Records Management System, Serves as the Sheriff's Office Records Management System Administrator assuring system hardware and software function properly and monitor system upgrades..
- Creates and maintains RMS accounts for Salt Lake County Sheriff's Office personnel, as well as outside agencies.
- Monitors NIBRS reporting.
- Coordinates and monitors production of Uniform Crime Report (UCR) monthly with all law enforcement agencies.
- Resolves workflow, data availability and retention issues between field deputies, investigative staff, other criminal justice agencies and courts.
- Serves as a liaison between the Sheriff's Office and Salt Lake City Police Department Records Division, establishing a connection to the RMS system.
- Supervises maintenance of the criminal descriptions and histories through the processes of quality checks, merging, adding and deleting information accurately and prudently.
- Monitors and/or coordinates physical storage, retrieval, and destruction of records.
- Monitors Government Records Access Management Act (GRAMA) requests and confers with the District Attorney's office as necessary.
- Monitors the processing requests for expungements.
- Oversees the Bureau of Criminal Identification (BCI) Terminal Agency Coordinator alternates for the Sheriff's Office. Also oversees the testing and certification of all Records and Reporting Unit personnel.
- Serves as an advisor to administrators and staff on compliance with laws and policies.
- Serves as the Chief Administrative Officer's appointed Sheriff's Office Records Officer.
- Assesses, collects, organizes, preserves, maintains control over records and provide records access to the public, the media and other government agencies as allowable by law.
- Ensures sheriff's office compliance with state code, county ordinances, county policies and sheriff's office policies in the management of records.
- Serves as the sheriff's office representative on the Salt Lake County Records and Information Management Committee.
- Chairs and coordinates the activities of the Sheriff's Office Forms Committee and ensures documents are appropriately formatted, to include classification and retention.
- Testifies as an expert witness on behalf of the sheriff's office for litigation and criminal prosecution as related to records and records systems.
- Testifies on behalf of the sheriff's office in government records access appeals processes before the Utah State Records Committee and in District Court.
- Maintains confidentiality and integrity of records as required by laws, ordinances, policies and best practices.

- Resolves citizen, agency and individual entity complaints and inquiries that cannot be resolved by subordinate staff.

## **KNOWLEDGE, SKILLS AND ABILITIES (KSA)**

### **Knowledge of:**

- Electronic records storage systems to include video, audio, microfiche and other document and image storage systems.
- Full knowledge and understanding of the Government Records Access Management Act (GRAMA) and the Health Insurance Portability and Accountability Act (HIPAA)
- Legislative process, policy and procedure development.
- Sheriff's Office Policy and Procedures.
- Utah criminal and traffic codes.
- Law enforcement/corrections operations.
- Supervision and management principles and best practices.
- Project management and organization.
- Principles of court room testimony.
- Principles, theories and best practices of police records, retention, archives, and information management.
- Knowledge of all aspects of the Records Unit.
- Sheriff's Office, State, and National computer databases:
- NIRBS reporting
- Records system and reporting processes and procedures.
- Federal, State and local laws and procedures relating to records and information management.

### **Skills and Abilities to:**

- Provide quality customer service both internally and externally.
- Demonstrate good public relations skills while dealing with individuals of various social, economic, and ethnic backgrounds.
- Foster a positive team environment.
- Multi-task between several competing priorities to meet deadlines.
- Develop curriculum, learning objectives and/or course materials and provide records related training to sheriff's office staff.

- Proficiency with computers and computer software used to collect and store records. Ability to train staff in the use and application of various software programs.
- Communicate information and ideas verbally and in writing in a clear and concise manner.
- Apply problem-solving, analytical and critical thinking skills to complete job duties.
- Follow verbal and written procedures and instructions.
- Maintain confidentiality and professionalism.
- Develop a comprehensive knowledge of Salt Lake County Ordinances, Salt Lake County Policies, Sheriff's Office Policies and Jail Policies.
- Perform all job duties assigned to Sheriff's Office Assistant Records Managers and Information Services Specialists.
- Receive and process complex records requests utilizing discretionary decision-making skills while balancing public right to access against individual privacy rights.
- Acquire and maintain Bureau of Criminal Investigation (BCI), Utah Criminal Justice Information System (UCJIS), Records Officer, Notary Public and Peace Officer Standards and Training Instructor certifications.
- Utilize word, excel, powerpoint, NICE Inform, Smartsheet, Sharepoint, OMS, RMS, video management systems and other relevant programs/software as determined necessary.
- Must be able to work independently with little to no direct supervision.

### **WORKING CONDITIONS AND PHYSICAL REQUIREMENTS**

While performing job duties, employee typically handles office equipment and may periodically bend, stoop or crouch; and frequently communicate with others. Employee will sit or stand for long periods of time and may occasionally lift up to 40 pounds.

Will work in a generally comfortable office setting. The noise level in the work environment is usually minimal. Great mental effort is required daily; great pressure and fatigue are present in this position due to daily exposure to stressful situations as a result of human behavior, deadlines and other problem-solving issues. Employee will organize own work and work will be performed with very little supervision.

### **IMPORTANT INFORMATION REGARDING THIS POSITION**

May be required to respond after hours or on weekends to provide immediate access and copies of records in Officer Involved Critical Incident (OICI) events.

Revised Date/Consultant's Initials: 04/25/2024