



<b>DATE</b>	February 2016
<b>JOB CODE</b>	
<b>FLSA</b>	EXEMPT
<b>EEO</b>	

JOB TITLE: Business Services Coordinator  
 DEPARTMENT/DIVISION: Police  
 REPORTS TO: Police Commander

**SUMMARY:** Coordinates the Business Services function for the Police Department, which includes responsibility for supervising section personnel in support of the Police Department; ensuring record keeping compliance with City directives, police general orders and SOPs and state and federal laws; acting as the Department Custodian of Records; coordinating criminal case filing to Dallas, Denton and Collin Counties; providing exemplary internal and external customer service; completion of other duties as assigned.

**Essential Job Functions:**

- Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is properly trained; ensuring employees follow policies and procedures; maintaining a safe working environment. Makes hiring and dismissal recommendations.
- Reviews, monitors, and coordinates the operations and functions of the Business Services Section
- Ensures the Business Services Section is compliant with all State and Federal legislation and TPCA Recognition Program standards
- Custodian of Records for the Police Department, responding to subpoenas and providing access to records as allowed by law and appearing at court hearings and trials.
- Ensures integrity and accuracy of data in database systems, Uniform Crime and Incident-Based Reports to the State of Texas.
- Supervises criminal case preparation for the District Attorney's office
- Supervises activities associated with quality control, data entry and processing of all business records.
- Coordinates the preparation of reports and ensure timely submission to appropriate agencies or individuals as required.
- Reviews, evaluates, and manages manual and automated records systems to identify potential problems, trends/probabilities and makes recommendations and/or initiates appropriate action or provides solutions.
- Supervises cash receipts and appropriate cash handling;
- Creates and maintains priority guides and establishes deadlines for Records Division
- Maintains Standard Operating Procedures (SOPs) for the Records Division.
- Coordinates the establishment, maintenance, updating, retention, destruction and retrieval of information files in accordance with established Texas Records Maintenance Laws and department policies.
- Ensures access to archival documents is maintained and current documents are made available within guidelines as mandated by department policies.

- Maintains comprehensive, current knowledge of applicable laws/regulations by maintaining awareness of new trends and advances in profession, reading professional literature, and attending training as appropriate.
- Oversees City Ordinance compliance and accuracy for Solicitor Permits
- Coordinates pick-up and delivery of mail to assigned staff; ensures the accurate processing of external and internal requests and paperwork.
- Responds to public information requests when appropriate, coordinating the routing of information appropriate for release to the public to internal personnel or to the City Attorney's office
- Assists citizens and customers with general information
- Serves as the liaison for the Business Services Section with other divisions, departments and outside agencies; provides staff assistance to senior management; and prepares and Presents staff reports and other necessary correspondence.
- Performs other related duties as required.

**SUPERVISORY/BUDGET RESPONSIBILITIES:**

- Supervisory responsibility over administrative support staff.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of laws, rules and regulations related to police public record maintenance and storage.
- Knowledge of customer service methods and techniques.
- Knowledge of computers and related equipment, hardware and software for multiple
- Database entry, storage, retrieval, research and statistical information.
- Knowledge of City policies and procedures.
- Skill in effective oral and written communications.
- Skill in planning and implementing departmental procedures and objectives.
- Skill in effectively supervising and delegating duties to assigned staff.
- Skill in resolving customer complaints and concerns.
- Knowledge of administrative support principles and practices in area of assignment;
- Knowledge of report preparation techniques;
- Knowledge of project management principles;
- Skilled in monitoring and evaluating employees;
- Skilled in prioritizing and assigning work;
- Skilled in maintaining various confidential records;
- Skilled in managing projects;
- Skilled in applying and explaining applicable laws, codes, regulations, policies, and/or procedures;
- Skilled in preparing and proofreading a variety of reports and/or documentation;
- Skilled in exercising judgment and discretion;
- Skilled in keyboarding;
- Skilled in using proper English, grammar, punctuation, and spelling;
- Skilled in compiling data and information;

- Skilled in recognizing problems, identifying alternative solutions, and making appropriate recommendations;
- Skilled in maintaining records and files;

**MINIMUM QUALIFICATIONS:**

- High School Diploma or G.E.D.
- Three years increasingly responsible experience in a related area of experience such as a busy office environment with multiple personnel requiring frequent interactions with customer and management personnel while handling confidential information.

**PREFERENCES:**

- Two to three years of supervisory experience.
- Two years of experience in Police Records

**WORKING CONDITIONS:**

- Frequent reaching, sitting, standing, walking, talking, seeing, hearing, and manual dexterity.
- Work is typically performed in a standard office environment.
- May be subject to repetitive motion such as typing, data entry and vision to monitor.
- May be subject to occasional bending, reaching, kneeling and lifting such as retrieving or replacing records of files.
- Must be able to occasionally lift up to 25 pounds.

**CONDITIONS OF EMPLOYMENT:**

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.
- Must pass psychological and polygraph screening
- Must be able to obtain and maintain associated security requirements including, but not limited to CJIS compliance standards