



# CLASS TITLE | VIRTUAL REPORT SPECIALIST UNIT SUPERVISOR

PAY GRADE: EX-32 | [www.cityoftulsa.org/pay](http://www.cityoftulsa.org/pay)

Effective Date: 12/17/2025

CLASS CODE: 3034

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**PURPOSE OF THE CLASSIFICATION:** Under general supervision, is responsible for the administrative duties and oversight of the Virtual Report Specialists Unit (VRSU), ensuring accurate and efficient reporting, compliance, and strategic planning to support departmental objectives; and other related assigned duties.

**ESSENTIAL TASKS:**

- Supervises, trains, evaluates, and mentors Virtual Report Specialists (VRS)
- Oversees daily operations of the VRSU, ensuring efficient and accurate completion of virtual police reports
- Develops, implements, and maintains Standard Operating Procedures (SOPs) for the unit
- Coordinates schedules and shift assignments to maximize report coverage during peak or demand hours
- Collaborates with command staff, IT, and Records Division to integrate technology solutions and streamline reporting workflows
- Track and analyze unit performance metrics, preparing reports and recommendations for process improvements
- Serves as the primary liaison between the VRSU, other divisions, and outside stakeholders
- Participates in strategic planning for the continued development of virtual reporting services, including future relocations and technology upgrades
- Attends training as required
- Must report to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

**QUALIFICATIONS:**

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Bachelor's degree in criminal justice, public administration, management, or a related field; **and,**
- (b) At least three (3) years of supervisory or lead experience in an office, call center, or law enforcement environment; **including,**
- (c) One (1) year of experience working with records management systems or CADS preferred, or experience relevant to the essential tasks listed in this job description; **and,**
- (d) Must successfully pass background investigation and meet all department hiring standards

Knowledge, Abilities and Skills:



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### Knowledge of:

- Principles and practices of personnel supervision and team leadership
- Law enforcement report-writing standards and procedures
- Records management systems, CADS, and virtual reporting technologies
- Department policies, rules, and applicable state and federal laws related to records and reporting

### Ability to:

- Plan, organize, and oversee daily workflows for a multi-shift operation
- Communicate effectively, both orally and in writing, with technical and non-technical audiences
- Manage competing priorities and meet deadlines in a fast-paced environment
- Maintain confidentiality and exercise sound judgment in sensitive situations

### Skill in:

- Leading, mentoring, and developing a high-performing team
- Analyzing data and generating actionable insights to improve efficiency
- Building collaborative relationships across divisions and external partners

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone, frequent lifting and carrying up to 10 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, handling, climbing, smelling and twisting; and vision, speech and hearing sufficient to perform essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver license

**WORKING ENVIRONMENT:** Working environment is primarily office; and requires use of telephone and other office equipment.

**EEO Code: E-02**

**Group: Clerical and Administrative**

**Series: Data Processing and Information Services**