

POLICE SUPPORT SERVICES SUPERVISOR

DEFINITION

Under administrative direction, to direct, manage, supervise, and coordinate the activities and operations of the Records Unit within the Police Department; coordinates assigned activities with other divisions, departments, and outside agencies; and provides highly responsible and complex administrative support to the Police Support Services Manager.

SUPERVISION RECEIVED AND EXERCISED

General direction is provided by the Police Support Services Manager. Responsibilities include direct and indirect supervision of non-sworn personnel.

CLASS CHARACTERISTICS

This is an advanced journey level, supervisory classification in the Police Department. Positions allocated to this classification are distinguished from other classifications by the level of responsibility assumed and the complexity of duties assigned. The incumbent exercises considerable judgment in decision-making regarding day-to-day operations and in providing lead and technical direction and training to assigned staff. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility, to have a broad and detailed understanding of support services and records management operations, to have knowledge of City policies and procedures, good problem solving and organizational skills, and have the ability to exercise sound judgment within established guidelines.

EXAMPLES OF DUTIES (Duties are illustrative only and not all inclusive)

Assume management responsibility for assigned services and activities of the Police Unit within the Police Department.

Manage and participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommend and administer policies and procedures.

Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within departmental policy, appropriate service and staffing levels.

Plan, direct, coordinate, and review the work plan for the Police Records Unit staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.

Ensure day-to-day operations and functions of providing non-emergency Police support services to the public and Police Officers are carried out in accordance with Department

polices, state laws, and other requirements in the most efficient and effective manner that contributes to the safety and well-being of the public and departmental personnel.

Select, train, motivate, and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

Oversee and participate in the development and administration of the annual budget for the Police Records Unit; participate in the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments.

Assume responsibility for the overall efficiency of records equipment; troubleshoot technical problems; oversee the evaluation, procurement, and implementation of equipment essential to records functions.

Serve as Custodian of Records for the Records Unit; process subpoenas.

Serve as the liaison for the Police Records Unit with other units, divisions, departments, and outside agencies; negotiate and resolve sensitive and controversial issues.

Serve as staff on a variety of boards, commissions, and committees; prepare and present staff reports and other necessary correspondence.

Provide responsible staff assistance to the Police Support Services Manager and other management staff in the Police Department; conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to assigned programs, policies, and procedures as appropriate.

Attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of police records; incorporate new developments as appropriate.

Respond to and resolve difficult and sensitive citizen inquiries and complaints

Performs other duties of a similar nature or level and as assigned.

QUALIFICATIONS

Knowledge of (at entry):

Principles of lead supervision and training.

Modern office procedures, methods and equipment including computers.

Law enforcement records management principles, procedures, techniques, and equipment.

Police terminology.

Public and agency desk procedures and methods for providing services and information including those related to collecting, maintaining, and releasing information, files, and documents.

Pertinent federal, state, and local laws, codes, and regulations and department rules, policies, and procedures.

Customer service principles and practices.

Methods and techniques of proper phone etiquette.

Computer applications such as word processing, spreadsheet, and database applications.

Automated law enforcement information systems and procedures.

Principles and procedures of record keeping and filing.

Mathematical principles.

Basic principles of business letter writing and basic report preparation.

English usage, spelling, grammar, and punctuation.

Ability to:

Lead, organize, and review the work of staff.

Understand the organization, operation, and services of the City, the Police Department, and of outside agencies as necessary to assume assigned responsibilities.

Understand, interpret, and apply general administrative and departmental policies and procedures.

Perform a variety of law enforcement office support and clerical duties and activities of a general and specialized nature for the Police Department.

Compile, maintain, process, and prepare a variety of records and reports.

Perform record searches quickly and accurately.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

Exercise good judgment in maintaining critical and sensitive information, records, and reports.

Read, understand, and review documents for accuracy and relevant information.

Use applicable office terminology, forms, documents, and procedures in the course of the work.

Use sound judgment in following and applying appropriate laws, regulations, policies, and procedures.

Organize and prioritize work assignments.

Meet critical deadlines. Deal successfully with the public, in person and over the telephone.

Courteously respond to community issues, concerns, and needs.

Understand and follow oral and written instructions.

Operate and use modern office equipment including a computer and various software packages.

Operate specialized automated law enforcement information systems including public safety computer systems to access and maintain data.

Type and enter data accurately at a speed necessary for successful job performance.

Work evenings, weekends and varied shifts.

Establish and maintain effective working relationships with those contacted during the course of work.

Communicate clearly and concisely, both orally and in writing. Communicate effectively with officials, coworkers, supervisors, representatives of both public and private organizations as well as the general public, sufficient to exchange or convey information.

EDUCATION AND EXPERIENCE

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in business administration, public administration, management, criminal justice, communications, or a related field. A Bachelor's degree is preferred; and

Experience:

Three years (3) of increasingly responsible experience in a Police records unit.

Licenses and Certifications:

Must possess a valid California class C driver license and have a satisfactory driving record. Completion of Department of Justice Telecommunications training for full access operator. The Police Officer Standards and Training (POST) Records Clerk course is highly desirable.

PHYSICAL REQUIREMENTS

Work is performed primarily in a standard office setting and may be performed in an emergency services dispatch center setting with extensive public contact. Primary functions require sufficient physical ability and mobility to work in an office and dispatch center setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

WORK ENVIRONMENT

Work is performed primarily in a standard office environment with extensive public contact and constant interruptions; may be required to work evenings, weekends and split shifts.