

SUPPORT SERVICES SUPERVISOR

DEFINITION

Plan, organize, schedule and evaluate the work of support staff in the performance of records management and retention functions in the Records Section.

EQUIPMENT, METHODS AND GUIDELINES

Uses Federal, State and local laws, policies, procedures, as well as municipal codes. Knowledge of record keeping, various office machines including PC terminal, printer, calculator and copy machine; police communications systems and various resource materials.

WORKING CONDITIONS

Predominantly inside work. Conditions also involve some travel and attendance at meetings, including some that are conducted in the evening. May also include irregular hours.

PHYSICAL DEMANDS

The work emphasizes speech, hearing and vision (including that color vision necessary for accurately interpreting visual displays), as well as ability to provide, understand and carry out oral and written instructions. The work requires the ability to bend and reach, as well as the ability to operate a variety of business machines. It may require the ability to lift objects weighing up to thirty pounds such as ledgers, files, records, etc.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a Police Lieutenant Support Services Division.

Exercises supervision over Police Clerk/Dispatchers and Community Service Aides.

EXAMPLE OF DUTIES

Duties may include, but are not limited to, the following:

Plan, organize, schedule and evaluate the work of support staff in the performance of records management and retention functions in the Records Section.

Supervise and train support staff and ensure smooth workflow and high productivity; applies City and departmental Policies and procedures.

Apply laws, court decisions, rules and regulations on use and confidentiality of police

records and evidence property, and implement training and procedures to ensure compliance; approve release or inspection of police reports and property.

Research, collect data, and prepare a variety of comprehensive statistical and written reports for the Department, State of California, and other agencies.

Responds to questions and concerns from the public, departmental staff and other agencies; provides information as appropriate and resolves issues and complaints.

Acts as the primary liaison to other agencies in the control and filing of arrest warrants in both manual and electronic files.

Acts as the department's Custodian of Records for police reports and responds to subpoena's duces tecum, including appearance and testimony in court, depositions, and other similar proceedings as necessary.

Type correspondence, memoranda, and reports as requested.

Process Department issued City permits; maintain permit files.

Is responsible for the initial and on-going training of personnel assigned to the records and/or communications functions of the department, including Dispatcher I's and Dispatcher II's, and Community Service Officers.

Enter and retrieve data from computer terminal.

Work with local, state and federal agencies in matters relating to the processing, retention, and retrieval of police records and information.

Work with other Department personnel and the public in the use of the police records system.

Establish and maintain positive working relationships with co-workers, other City employees, public and private officials and the general public using principles of good customer service.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Principles, codes, regulations and laws governing records management and evidence property retention.

Principles of basic office practices, supervision, training and time management.

Police records systems, police records collection and dissemination and rules governing the release of information.

Criminal justice procedures.

Modern office procedures, techniques and equipment including principles of record keeping and automated information systems.

Research techniques and procedures.

Organization, procedures and operating details of the Police Records Section.

Ability to:

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

Assign personnel in accordance with priority and needs; prepare work schedules to provide adequate coverage on all shifts.

Assess performance and prepare performance evaluations.

Read and interpret laws, rules and regulations relating to law enforcement records and property management.

Operate a computer terminal.

Communicate effectively orally and in writing.

Train and evaluate subordinates.

Compile and maintain complex and extensive records and prepare reports.

Establish and maintain effective work relationships with those contacted in the performance of required duties.

EXPERIENCE AND EDUCATION

Any combination of experience, education and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of technical experience in police records work that required substantial public contact. Preferably as a CSO or Dispatcher in the Pleasant Hill Police Department.

Education:

Equivalent to completion of the twelfth grade and 60 college level credits.