

## CITY OF MADERA

### POLICE AUXILIARY SERVICES SUPERVISOR

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

#### **DEFINITION:**

Under direction, supervises, evaluates and participates in the work of non-sworn personnel responsible for a variety of advanced technical and clerical law enforcement support services related to the City's alarm ordinance, vehicle towing and impoundments, animal control, and property and evidence; assumes responsibility for the more difficult and complex tasks; performs other related duties as required.

#### **DISTINGUISHING CHARACTERISTICS:**

The **Police Auxiliary Services Supervisor** is the supervisory level class responsible for directing and coordinating a variety of complex technical, clerical and office auxiliary services in the Police Department. This classification is distinguished from the next higher class of Police Commander, which is a sworn safety class that has broad command responsibilities.

#### **SUPERVISION RECEIVED/EXERCISED:**

Receives direction from a Police Commander. Exercises direct supervision over assigned staff.

#### **ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Plans, assigns, reviews and participates in the work of staff involved in the Auxiliary functions, including supervision of property and evidence, the alarm ordinance, vehicle towing and impoundments, and animal control; participates in the selection, motivation and evaluation of assigned staff; monitors work activities to ensure safe work practices, work quality, accuracy, and confidentiality; develops, implements and maintains a procedural manual.
- Applies federal, state and local laws, codes and regulations related to the gathering, maintenance and release of information; assists in handling the more complex and difficult situations involving interpretation of regulations and operating procedures; supervises audits and validation of information processing; keeps current on and implements new regulations, statutes and law enforcement office support technology.
- Supervises property and evidence, the animal control activities and vehicle towing programs; oversees false alarm programs; prepares billing and issues permits.
- Coordinates impoundment hearings with members of the public and hearing officers.
- Prepares court complaints and seizure documents; appears and testifies in court on enforcement cases; processes and tracks courtroom depositions and paperwork.

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- Supervises and participates in the development, implementation and maintenance of division goals, objectives, policies, and procedures; reviews and evaluates work methods and procedures for improving organizational performance and meeting division goals; ensures that goals are achieved.
- Coordinates the selection, orientation, training, and evaluation programs for assigned personnel; provides or coordinates staff training; provides positive motivation for employee performance; identifies and resolves staff deficiencies; fulfills discipline procedures; reviews the work of staff to ensure compliance with applicable federal, state and local laws, codes and regulations.
- Oversees and participates in the development of the annual budget; participates in the forecast of necessary funds for staffing, materials, services, and supplies; administers and monitors the approved division budget; discusses and resolves budget issues with appropriate staff; implements adjustments as necessary.
- Provides technical and professional advice; prepares and coordinates reports and presentations on current alarm ordinance and fines, vehicle impoundments and hearings, animal control issues, and property and evidence for management, community groups and regulatory agencies; maintains statistics and reports on enforcement and abatement activities.
- Monitors and keeps informed of current trends in the field of false alarm ordinances, vehicle towing and impoundments, animal control, and property and evidence, including legislation and court rulings; evaluates their impact and recommends policy and procedural modifications accordingly.
- Participates in the development and implementation of policies and procedures; ensures appropriate training for assigned staff in all areas of work; identifies training opportunities and needs and makes recommendations to department management.
- Develops schedules and methods for performing assigned duties; maintains appropriate work records and documents; prepares, maintains and validates statistical and analytical reports for City, state and federal agencies
- Responds to the most complex and difficult inquiries and requests for information; provides information and resolves service issues and complaints; represents the department with other City departments, other agencies, civic groups and the public.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

### **WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports and retrieving and entering data using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents and using the computer, and acute hearing is required when providing telephone, and face-to-face services. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required. May work evenings, weekends and split shifts.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification)*

**Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Police Auxiliary Services Supervisor**. A typical way of obtaining the required qualifications is to possess three years of increasingly responsible records management and maintenance experience and a high school diploma or equivalent; or one year of increasingly responsible records management and maintenance and two years of successful completion of college coursework in criminology, police sciences, or a related field.

**License/Certificate:**

Possession of, or ability to obtain, a valid Class C California driver's license.

**KNOWLEDGE/ABILITIES/SKILLS** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position)*

**Knowledge of:**

Methods and techniques of supervision, training and motivation; standard and complex auxiliary program terminology, practices and procedures; modern office equipment including a computer and applicable software; modern law enforcement communications techniques and equipment; proper English, spelling and grammar; applicable federal, state, and local laws, codes and regulations, including property and evidence, the alarm program, vehicle towing and impoundment procedures and animal control; occupational hazards and standard safety procedures.

**Ability to:**

Plan, organize, direct and evaluate the work of subordinate staff; train, supervise and motivate subordinates in assigned areas of activity; organize and prioritize work assignments; work independently and use good judgment; make adjustments to standard operating procedures as necessary to improve effectiveness and comply with regulatory changes; apply applicable laws, codes and regulations; communicate clearly and concisely, both orally and in writing; and establish and maintain effective working relationships.

**Skill to:**

Operate an office computer and a variety of word processing and software applications.