

CITY OF MADERA

POLICE OFFICE 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 records and communications; assumes responsibility for the more difficult and complex tasks; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Police Office Supervisor** is the supervisory level class responsible for directing and coordinating a variety of complex technical, clerical and office support services in the Police Department. This classification is distinguished from the next lower classification of Records Clerk and Public Safety Dispatcher by the need for a broader and more detailed understanding of support services, communications, and records program operations, and the responsibility for supervision and training of assigned personnel.

SUPERVISION RECEIVED/EXERCISED:

Receives direction from a Police Commander. Exercises direct supervision over assigned Records personnel, Public Safety Dispatchers, Volunteers and training program participants.

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

- Plans, assigns, reviews and participates in the work of staff involved in the Records and Communications functions; 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 records 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 the records processing; keeps current on and implements new regulations, statutes and law enforcement office support technology.
- Participates in the development and implementation of policies and procedures; ensures appropriate training for assigned staff in all areas of work, including Department of Justice training for full access and less than full access operators; identifies training opportunities and needs and makes recommendations to department management.

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- 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 questions and concerns from the public, departmental staff and other agencies; provides information as appropriate and resolves service issues and complaints; provides for regular communication between sworn and non-sworn personnel.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.
- Serves as the designated Agency Terminal Coordinator with the Department of Justice; coordinates training; ensures compliance with policies, practices and procedures; reports violations of State law as necessary.

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, dispatch 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 Office Supervisor**. A typical way of obtaining the required qualifications is to possess four years of increasingly responsible office support and dispatch experience, including one year equivalent to that of a Records Clerk/Public Safety Dispatcher, and a high school diploma or equivalent. Spanish speaking desirable.

License/Certificate:

Possession of, or ability to obtain, a valid Class C California driver's license, and possession of Dispatch and Records Clerk Certificates from P.O.S.T. The incumbent must have completed D.O.J. Telecommunications training for full access operator. Must be certified by D.O.J. as a C.L.E.T.S. trainer within one year of appointment.

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 law enforcement record keeping, communication and property/evidence 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 the Public Records Act; automated law enforcement information systems and procedures; 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; establish and maintain effective working relationships.

Skill to:

Operate an office computer and a variety of word processing and software applications; effectively operate specialized law enforcement automated information and communication systems.