



JULY 2016
FLSA: EXEMPT

SUPPORT SERVICES COMMANDER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing difficult and complex technical and administrative support related to all programs and activities of the support services functions of the Police Department including animal control, dispatch, records, parking enforcement, property and evidence, and information technology; administers current and long-term planning activities; manages the effective use of resources to improve organizational productivity and customer service; provides complex and responsible support to the Police Chief in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned Police Chief. Exercises direct and general supervision over supervisory, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a non-sworn management classification that has management and administrative responsibilities which include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Police Chief in a variety of areas. Successful performance of the work requires an extensive background in police records management as well as skill in coordinating departmental work.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of the Police Records function, including maintenance, processing, release and distribution, and security of police records and subpoena and warrant processing; functions as Records Security Officer acting as official custodian of criminal justice records for the department; takes necessary action to ensure compliance with court orders.
- Plans, manages, and oversees the daily functions, operations, and activities of the Police Communications function, including receiving police and emergency calls, dispatching Police units following prescribed procedures, and answering non-emergency calls for public safety and other City departments; acts as the Public Safety Answering Point (PSAP) manager and Agency Terminal Coordinator.
- Oversees activities associated with the tracking, handling, and safekeeping of evidence and found property for the Police Department, including maintaining the physical integrity and control of evidentiary items in the City's custody, data input, material cataloging, processing and disposal, and maintaining the chain of evidence.

- Oversees the police department's information technology resources and function; purchase and implement new computer hardware and software, the management of all computer systems including the Computer Aided Dispatch (CAD) and Records Management System (RMS); oversees and manages technical services to keep the IT system technologically up-to-date and operating efficiently and reliably.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Develops and standardizes procedures and methods to improve and continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Police Chief.
- Coordinates and performs professional-level administrative and programmatic work in such areas as budget development, financial administration and reporting, grants, purchasing, database management, contract administration, management analysis, public information, and program evaluation.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures.
- Oversees and participates in assembling and compiling information for a variety of departmental, State mandated, and statistical reports, including verifying accuracy and completion of reports and maintaining files.
- Oversees all technology programs including the Back Office Support System (BOSS), Evidence.Com, Law Enforcement Assistance Program (LEAP), and the Body Worn Camera programs.
- Plans, oversees, coordinates, and implements the Police Department's volunteer program including selection, training, and work coordination.
- Administers the review of parking citations and hearing requests.
- Conducts and prepares regulated State of California Department of Justice (DOJ) and National Crime Information Center (NCIC) audits.
- Oversees the purchasing and maintenance of fleet and equipment including radio and telephone dispatching systems and recording systems.
- Participates on a variety of interdisciplinary meetings and represents the City to the community and other organizations.
- Serves as a liaison to employees, public, and private organizations, community groups, and other organizations; provides information and assistance to the public regarding the assigned programs and services; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
- Provides highly complex staff assistance to the Police Chief; prepares and presents staff reports and other necessary correspondence.
- Acts for the Police Chief on a relief or as-assigned basis; assumes a command role as appropriate.
- Conducts a variety of analytical and operational studies regarding departmental and programmatic activities, including complex financial, budget, personnel, operational, or administrative issues or questions; evaluates alternatives, makes recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval; prepares comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of police records management; researches emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
- Functions, principles, and practices of law enforcement agencies.
- Principles and practices for records management, including records disbursement procedures.
- Terminology and procedures used in public safety dispatching.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- Principles and practices of budget administration and accountability.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of the assigned divisions.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Techniques for records management and evidence processing, including records disbursement and chain of evidence procedures.
- Methods used in the collection, tabulation, review, analysis, and distribution of evidence and property, forms, reports, and documents.
- Business letter writing and the standard format for reports and correspondence.
- Modern office practices, methods, and computer equipment and applications related to the work, including automated information systems for Federal, State, and regional law enforcement.
- Business arithmetic and statistical techniques.
- Record keeping principles and procedures.
- Principles and practices of data collection and report preparation.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Maintain accurate records and files of work performed.
- Make accurate arithmetic, financial, and statistical computations.
- Establish and maintain a variety of manual and computerized record keeping systems.
- Make sound, independent decisions within established policy and procedural guidelines.

- Organize and manage a variety of programs and projects in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to graduation from an accredited four-year college or university with major coursework in business administration, public administration, criminal justice, or a field related to the public safety administration and five (5) years of increasingly responsible management and/or administrative experience in police support services management, including two (2) years of supervisory experience.

Licenses and Certifications:

- Possession of a valid P.O.S.T. Civilian Supervisor certificate desired.
- Possession of a valid C.L.E.T.S. Operator certificate desired.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.