



CITY OF CITRUS HEIGHTS

POLICE SERVICES SUPERVISOR

DEFINITION

To assist with planning, organizing and coordinating the activities of professional staff and specialized activities of their assigned unit(s) within the Police Department; to provide direct supervision to assigned staff; to assist with maintenance and enhancement of technical communications, records management, and other systems; to provide highly complex administrative and analytical support to higher level staff.

DISTINGUISHING CHARACTERISTICS

This position provides direct supervision to professional staff performing administrative, records management, municipal code enforcement and other technical functions within the assigned unit(s) of the Police Department, as well as providing assistance in division operations and analytical support. It is distinguished from the Police Services Manager in that the latter has full line and functional management responsibility for a division or program area within a department. The Police Services Supervisor is distinguished from the Police Sergeant in that the latter is a sworn position and is responsible for sworn staff as well as professional staff.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from higher-level management staff and/or designee.

Exercises direct supervision over lower level professional administrative, technical, and clerical personnel in assigned unit(s). May provide technical and functional supervision over other senior and lower level personnel.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

- Assist with the planning, organizing and directing police support services including records, code enforcement, animal services, other units as needed, and other professional staff administrative, technical, and operational functions as assigned.
- Coordinate the organization, staffing, and operational activities for assigned units.
- Participate in the development of division and department goals, objectives, policies and procedures related to assigned functional areas; provide highly complex assistance to assigned manager.
- Establish schedules and methods for providing police support services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.
- Oversee the establishment and maintenance of departmental record-keeping systems in accordance with legal requirements, departmental policies and accepted standards; assume responsibility for the overall security and confidentiality of all department records; ensure that confidentiality is maintained and state guidelines are followed regarding the release of police records.
- Oversee the work of staff responsible for typing, recording and filing a wide variety of police records, reports and materials including memos, letters, financial reports, complaints, declarations, search warrants, warrants, restraining orders fingerprint cards, and index cards for involved parties, citations, crime and traffic reports, bad checks and forgery files.

- Oversee the work of staff assembling, coding, recording, and summarizing a variety of police records data for state mandated Bureau of Criminal Statistics reporting including serious crime offenses, stolen vehicles, crime reports, and booking sheets.
- Oversee the work of staff receiving calls on business and non-emergency lines from the public requesting services, researching and responding to requests from the public, law enforcement agencies and other outside agencies.
- Oversee the work of staff assigned to investigate municipal code violations, administrative violations, animal services violations and other violations within the scope of their assigned unit.
- Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.
- Select, train, motivate and evaluate assigned professional staff; Develop and conduct training programs; work with employees to correct deficiencies; recommend discipline and termination procedures.
- Provide staff assistance to the Police Services Manager; prepare and present staff reports and other correspondence as appropriate and necessary; prepare a variety of reports and make presentations before the City Council and community groups.
- Attend and participate in professional group meetings and committees; stay abreast of new trends and innovations in the field.
- Respond to complaints and requests for information from the public and City staff; research requested information and determine appropriate resolutions; manage, direct and coordinate special projects and programs as assigned.
- Keep abreast of technology advancements; research and prepare technical and administrative reports and recommendations; prepare written correspondence.
- Build and maintain positive working relationships with co-workers, other employees and the public using principles of good customer service.
- Represent the division and department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Operations, services and activities of a law enforcement processes and best practices.
- Law enforcement records management principles, procedures, techniques, and equipment including police records retention and disposition principles and practices.
- Principles, practices, and methods of providing municipal code, animal services, and other administrative violation enforcement.
- Advanced record keeping and inventory control methods.
- Operations, services, and activities of police support services functions.
- Pertinent state and local codes, ordinances, laws, regulations governing Municipal code enforcement, animal services, and administrative violations.
- Principles and practices of analysis of software, hardware and application systems to achieve efficient system utilization as related to a police records management program.
- Troubleshooting techniques used in resolving operation problems with operating systems, computer software, and related systems and equipment.

- Modern office procedures, methods and equipment including computers and related software applications.
- Principles and practices of supervision, training and personnel management.
- Pertinent federal, state and local laws, codes and regulations including applicable laws governing the retention and dissemination of police reports and records.
- Principles and practices of good customer service.
- Principles and practices of good team building and team leadership.
- Techniques and principles of effective interpersonal communication.
- Principles and practices of safety, especially as applied to handling property and evidence from crime scenes.
- Modern office equipment and computers including specialized public safety computer systems and applications such as the Criminal Justice Information System (CJIS) and the National Crime Information Center (NCIC) computer systems.
- City and Police Department policies and procedures.

Ability to:

- Organize, implement and direct the work of assigned professional personnel responsible for performing a variety of specialized records management, clerical, technical and administrative work in support of the Police Department.
- Intermittently review documents related to department and division operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.
- Select, motivate, train and evaluate assigned staff.
- Train lower level personnel in current law enforcement techniques and methods, and City and departmental policies and procedures.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Interpret, apply and explain applicable federal, state and local policies, procedures, laws, codes, and regulations including police records retention and dissemination policies and procedures; interpret and apply administrative policies and procedures.
- Operate specialized public safety computer systems and applications including the Criminal Justice Information System (CJIS), the National Crime Information Center (NCIC) computer systems, CAD/RMS local system, and the California Law Enforcement Telecommunications System (CLETS).
- Work under pressure, exercise good judgment and make sound decisions in a variety of situations.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Understand the organization, operation and services of the City, the Police Department and of outside agencies as necessary to assume assigned responsibilities.
- Demonstrate political acumen; deal positively with confrontation and controversial issues; and, facilitate community participatory decision making to resolution.
- Maintain a high level of confidentiality of information.
- Gain cooperation through discussion and persuasion.
- Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.

- Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer with proficiency and familiarity.

Experience and Training

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

Experience:

Two years of increasingly responsible experience in city government, management and administration including one year of lead responsibility.

Training:

A Bachelor's degree from an accredited college or university with major course work in criminal justice, computer science, public administration, business administration or a related field is preferred.

License or Certificate:

Completion of California POST certified Public Records Act course desirable.

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

PHYSICAL/SENSORY REQUIREMENTS

On a continuous basis, sit at desk for long periods of time; intermittently twist, bend and reach to investigate field issues; push and pull equipment; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 30 pounds or less.

File:	Police Services Supervisor
FLSA:	Exempt
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