



SUPPORT SERVICES SUPERVISOR

Job Description

The job description does not constitute an employment agreement between the City and employee and is subject to change. The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

Class Title:	Support Services Supervisor	Effective Date:	September 1, 2019
Working Title:	Support Services Supervisor	Type:	Management/Supervisory
Department:	Police	Supervisor:	Support Lieutenant
FLSA Status:	Non-Exempt	Supervises:	Police Support Specialists, Property & Evidence Specialist, Citizen Volunteers, and Temporary Support Services Staff

CLASSIFICATION SUMMARY

This supervisory position is responsible for the day to day operation of the Police Support Unit and Property and Evidence. This position Supervises Police Support Specialists, the Property & Evidence Specialist and citizen volunteers assigned to the unit. This classification has substantial authority and autonomy, thus the employee is expected to recognize and perform other duties not specifically listed in this job description when deemed appropriate and to advise the Support Lieutenant when such action is necessary. Works with and at the direction of the Support Lieutenant to ensure activities are consistent with community and industry standards and expectations and in keeping with the mission of the Police Department. Personal conduct and behavior (on-duty and off-duty) must be such that it builds public confidence in the agency and its members.

SUPERVISION

This is a supervisory position. This position supervises assigned employees, which includes: scheduling and assigning work; mentoring, coaching, and training; developing work plans and reviewing work for completion; evaluating performance and providing necessary feedback to employee; setting work standards; imposing or effectively recommending necessary disciplinary action; responding to grievances; and making or effectively recommending hiring and termination decisions.

PHYSICAL DEMANDS – SAFETY – WORKING CONDITIONS

The physical demands (including lifting, mobility, movement and manual dexterity), work environment and working conditions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

In the performance of job duties, the employee is frequently required to sit; talk or hear; walk; use hands to finger, handle, or feel objects, tools, or controls; bend; and reach with hands and arms. The employee must lift and/or move up to 30 pounds and infrequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close, distance, color and peripheral vision; depth perception; and the ability to adjust focus. Manual dexterity and coordination are required to perform the work. These abilities are necessary to use a computer and various software programs, calculator, phone, copy and fax machines, and other related tools and equipment.

Safety

Employees must maintain a safe work environment by complying with City and department safety policies and rules and by practicing safety while performing the essential functions of the position. This supervisory position is responsible to actively support safety and loss control measures for the City as a whole and to maintain accountability for safety and loss control issues within the department.

Working Conditions

In the performance of the job duties, the employee will perform the majority of this job in an office environment under usual office working conditions. The noise level in the work area is typical of most office environments, with telephones, frequent interruptions, and background noises. May occasionally work in outside weather conditions where the noise level in the work environment may be moderately noisy. Duties include contact with employees, other government agencies, and members of the public in conflict situations and risk of exposure to bloodborne pathogens and disease.

ESSENTIAL FUNCTIONS – DUTIES & RESPONSIBILITIES

An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks which an employee may be expected to perform. Duties and responsibilities are subject to change by the employer as the needs of the employer and requirements of the job change. Furthermore, this classification has substantial authority and autonomy, thus the employee is expected to recognize other needs, to perform them when appropriate, and to advise the Support Lieutenant when those needs exceed the scope of this job description.

It is the responsibility of every employee to represent the City of Keizer by responding to its employees, other members of the criminal justice system, and the public promptly, professionally and with courtesy. This includes regarding everyone, including other City employees, as a customer, delivering the best service practicable, in a respectful and patient manner. Additional responsibilities include assisting other staff in the performance of their duties as assigned, maintaining regular job attendance and adherence to working hours, and operating a motor vehicle safely and legally while on City business.

50% Police Support Services Supervisory Duties

Maintains staffing levels and ensures that all functions of the unit are carried out accurately, timely and in accordance with City and department policies and state and federal laws.

Assigns duties as necessary to meet departmental goals and deadlines, working in conjunction with patrol and administrative managers.

Conducts scheduled performance evaluations.

Motivates and assists employees in attaining their career goals and meeting minimum standard performance levels which may include taking corrective action and discipline measures per City and department policies.

Trains new employees and volunteers.

Actively participates as a member of the Management team, communicating department goals and objectives to employees; Acts as liaison for Support Services Unit with other department units and staff members.

Actively problem solves to attain maximum efficiency and productivity.

Responsible for security, integrity, and retention of Police Incident Case files to include digital imaging, storage, archiving, and purging of such in accordance with State Archives Rules.

Performs criminal history checks of applicants as authorized by City Ordinance.

Acts as department representative participating in interagency meetings and contributes to the improvement and enhancement of shared police record management applications and databases.

Reviews citizen and governmental agency requests for copies of police reports and/or police contacts pertaining to specified names or other data. Approves or denies these requests based upon applicable Oregon Public Record Law and departmental policies.

Backup for Police Support and Property and Evidence specialists as needed.

Directs citizen volunteers and temporary staff assigned to Support Services.

Conducts research of police records, analyzes and compiles data and provides statistical reports as requested.

Processes court-ordered sealing and expungement of records.

Acts as agency representative for the National Incident Based Reporting System.

30% Property and Evidence Supervisory Duties

Oversees and directs, when necessary, the activities of the Property and Evidence Specialist ensuring all phases of property and evidence functions are carried out accurately, timely and in accordance with City and department policies, state and federal laws, including but not limited to:

Monitors the flow of property, making recommendations and directing the disposal of excess property in custody to maintain a manageable level of property storage.

Performs periodic audits of property control to ensure compliance with department policies as well as state and Federal laws.

Researches and oversees the procurement and maintenance of supplies and equipment pertaining to handling, packaging, storing and disposal of property.

Back up for Property and Evidence Specialist as needed.

Supervises Property and Evidence Specialist and citizen volunteers assigned to assist with Property and Evidence.

20% LEDS/CJIS Representative

Responsible for ensuring that the department adheres to Law Enforcement Data Systems (LEDS) of the State of Oregon policies and Oregon Administrative Rules pertaining to the use and dissemination of criminal justice information.

Trains all agency personnel accessing criminal justice information via LEDS, including issuing, correcting and recording training and re-certification tests. Administers and records Criminal Justice Information Services (CJIS) Awareness Training to various City contractors.

Performs required monthly Validation Process of the agency's LEDS / National Crime Information Center (NCIC) record entries.

Communicates revisions and updates to agency users. Regularly attends Regional and State Data Systems meetings and training classes to keep current with such updates and any other appropriate training as necessary.

MINIMUM QUALIFICATIONS

Education & Experience

High School graduate or GED equivalency. Minimum of four years of law enforcement background, having performed all functions of Police Support Specialist or comparable amount of college course work in a management or law enforcement program at an accredited college, plus one year experience in a public safety agency and two years of supervisory experience, or any equivalent combination of education and experience which provides the knowledge, skills and abilities to perform the essential functions and responsibilities of the position.

Skill & Ability

- Verbal and written fluency in English language.

Licenses, Certifications & Other Requirements

- Pass a comprehensive background investigation.
- Required at time of appointment: possession of Law Enforcement Data System (LEDS) certification and Criminal Justice Information Services (CJIS) clearance or must obtain both within 90 days. Must be maintained during employment.

ADDITIONAL QUALIFICATIONS

Knowledge

- LEDS/NCIC policies and regional system operations.
- Modern office operations and equipment, including accurate keyboarding with proven computer skills in data entry, word processing, database and spreadsheet applications.
- Property and evidence functions including applicable laws and standards.
- Law enforcement filing system.
- Oregon Public Record Law and retention schedules.

Skill & Ability

- Effectively communicate orally and in writing with public and interdepartmental contacts.
- Prioritize tasks and meet deadlines.
- Recognize and anticipate departmental needs.
- Work independently, prioritize, and delegate tasks.
- Lead and motivate staff.

Licenses, Certifications & Other Requirements

- Required within six months of promotion or hire: NIMS ICS 100, 200, and 700 Certifications.