



CITY OF BEAUMONT

SUPPORT SERVICES SUPERVISOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general direction, supervises and coordinates the communications, records and property services, activities, and operations within the Police Department; ensures work quality and adherence to established policies and procedures; and performs more technical and complex tasks relative to the assigned area of responsibility.

REPRESENTATIVE DUTIES *The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Plans, prioritizes, assigns, supervises, reviews, and participates in the work of staff responsible for the records, dispatch, and property services, activities, and operations of the Police Department.
2. Participates in the development and implementation of goals, objectives, policies and priorities; recommends and implements resulting policies and procedures.
3. Develops and establishes standard work methods and procedures for providing services; identifies opportunities for improving service delivery methods and procedures; identifies resource needs; reviews with appropriate management staff; implements improvements.
4. Directs, coordinates, and reviews the work plan for assigned services and activities; assigns work activities and projects; establishes work schedules and vacation calendar; monitors work flow; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.
5. Participates in the selection of assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures; Monitors work activities to ensure safe work practices, work quality, accuracy and confidentiality.
6. Participates in the development and administration of assigned program budget; forecasts funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; recommends adjustments as necessary.
7. Monitors peripheral radio transmissions and security related devices; ensures dispatch equipment is functioning correctly; provides relief dispatching as needed.
8. Collects and files information regarding incidents and departmental activity, compiles data, and prepares and types reports as necessary.

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9. Responds to public inquires in a courteous manner, provides information within the area of assignment, resolves complaints in an efficient and timely manner.
10. Operates a variety of office equipment including a radio console, E911, scanner, computer terminal, copy machine, fax machine etc.
11. Serves as the Department's Agency Terminal Coordinator (ATC) for the California Law Enforcement Telecommunications Systems) computer system; coordinates audits of CLETS entries; provides CLETS training to personnel; ensures compliance with CLETS guidelines and standards.
12. Acts as the department administrator for a variety of state and government systems, including Law Enforcement Information Exchange (LInX), California Identification System (CAL-ID), Parole Law Enforcement Automated Data System (Parole LEADS), Court Notify, Computer Aided Dispatch, and Vesta 911; troubleshoots minor system problems; grants access to systems as required; trains employees in system use
13. Serves as the Department's custodian of records; assumes responsibility for the overall security and confidentiality of Department records; supervises the maintenance of files and records; retrieves and disseminates records information to staff, outside law enforcement agencies, and the public in accordance with applicable laws and regulations; enters, deletes, seals, purges or combines a variety of police record information.
14. Plans, directs, and participates in the maintenance of a variety of complex files, information cards, reports and records including validation lists.
15. Prepares and routes appropriate court packages with a variety of detailed documents.
16. Operates a variety of office equipment, including computers, copy machines, telephones, fax, and other various computer systems.
17. Prepares and types clear, concise, and comprehensive reports, forms, memorandums, correspondence, and records using correct sentence structure, grammar, and spelling.
18. Responds to requests for information from the public, City departments and outside agencies.
19. Compiles, reviews, and revises Department timesheets.
20. Provides staff assistance to management staff; participates on a variety of committees; prepares and presents staff reports and other correspondence as appropriate and necessary.
21. Coordinates assigned activities with those of other divisions and outside agencies and organizations.
22. Attends and participates in professional group meetings; maintains awareness of new trends and developments in the field of public safety telecommunications, records management, and property and evidence handling; incorporates new developments as appropriate into programs.
23. Performs the full range of dispatch, records, and property duties as necessary.
24. Performs related duties, as assigned.

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QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operations, services, and activities of a public safety dispatch, records, and property program.
Principles and practices of program development and administration.
Operational characteristics of modern public safety communications and records management equipment.
Principles and practices of public safety communications.
Principles and practices of police records retention and disposition.
Methods, procedures, principles, practices, and terminology used in property and evidence handling, recording, preservation, storage, and release.
Principles and practices of customer service.
Local geography.
Operations of a computer aided dispatch system.
Methods and techniques of record keeping.
Principles and practices of data storage, retrieval, and processing.
Principles and practices of supervision, training and performance evaluation.
Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

Supervise, organize, and review the work of lower level staff.
Select, supervise, train, and evaluate staff.
Participate in the development and administration of division goals, objectives, and procedures.
Demonstrate typing skills and operational characteristics of standard office equipment.
Understand and adhere to City policies, procedures, rules and regulations.
Possess effective interpersonal skills, using tact, patience and courtesy.
Use sound professional judgment in the application of policy, procedures, and laws in situations arising in the course and scope of employment.
Perform routine multi-tasking functions.
Understand and work within the course and scope of duties and responsibilities.
Relate effectively to people of a variety of cultures, languages, disabling conditions and socioeconomic situations.
Analyze situations, apply departmental rules, and use common sense where no guidelines are readily available.
Write clear, concise and comprehensive reports.
Meet the physical and mental demands of the position.
Understand and work within the scope of authority and chain of command.
Be available for 24-hour call back.
Work evenings, weekends and holiday shifts.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
Adapt to changing technologies and learn functionality of new equipment and systems.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

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Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in law enforcement, public administration, or a related field. A Bachelor's degree from an accredited college or university is preferred.

Experience:

Five years of increasingly responsible public safety dispatch and police records management experience including some supervisory experience. Three years' experience required with possession of a Bachelor's degree.

License or Certificate:

Possession of, or ability to obtain, a Peace Officer's Standards and Training (POST) Basic Public Safety Dispatcher certificate.

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Possession of an appropriate, valid driver's license.

Must have an acceptable driving record, be insurable at standard rates by City's insurance carrier, and maintain such insurability during the course of employment.

PHYSICAL, MENTAL, AND ENVIRONMENTAL REQUIREMENTS: *The conditions herein 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 job functions:*

Must be free from any physical, emotional or mental conditions, as determined by a qualified physician and/or psychologist, which might affect the ability of the employee to perform essential job functions. The position may require prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. Additionally, the position requires grasping, repetitive hand movement, and fine coordination in retrieving and entering data using a computer keyboard. Near and far vision is required in order to read work related documents and use the computer. Acute hearing is required when providing phone and personal service. The position requires lifting, carrying, pushing, and/or pulling objects weighing up to 25 pounds. Incumbent must be willing to work shift work, including nights, weekends, and holidays.

This classification is not intended to be all-inclusive. An employee may be required to perform other reasonable duties as assigned by management. The City reserves the right, with the concurrence of the department head, to revise or change classification duties and responsibilities as the need arises and as consistent with the meet and confer process.