



July 2019  
FLSA: Non-Exempt

## **SUPPORT SERVICES SUPERVISOR**

### **DEFINITION**

Under general direction, organizes, oversees, coordinates, and reviews the work of staff performing technical and administrative support related to communications dispatch; performs support services functions of the Police Department including records management, property and evidence preservation and communications dispatch; oversees the effective use of resources to improve organizational productivity and customer service; provides complex and responsible support to Command Staff in areas of expertise; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from Police Lieutenant. Exercises direct and general supervision over technical and administrative support staff.

### **CLASS CHARACTERISTICS**

This is a single position supervisory classification within the Police Department's Service Division. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of dispatchers and other support staff. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

### **EXAMPLES OF TYPICAL 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.*

- Organizes, directs, and participates in the daily functions, operations, and activities of the Service Division function, including public safety dispatch; maintenance, processing, distribution, and security of police records; and control of physical property/evidence.
- Supervises, trains, and evaluates the performance of assigned staff; interviews and selects employees and recommends transfers, reassignment, termination, and disciplinary actions; assigns employee duties and reviews work to ensure compliance with established standards, guidelines, and procedures.
- Organizes and directs operations and activities related to the emergency and non-emergency dispatch of police; coordinates dispatch activities and personnel to assure timely services and to meet the police needs of the Town; establishes and maintains dispatch timelines and priorities as directed.
- Acts as the liaison for outside agency contractors who are performing dispatch activities for the Town of Paradise; coordinates interagency communications and activities related to dispatch functions.
- Supervises and controls the maintenance, release, and purging of Police records and other documents; responds to requests from Town departments, law enforcement, and other outside agencies, and the public; determines appropriateness of releasing records according to established requirements; oversees and participates in the printing, duplication and preparation of records, files, and reports for release.
- Oversees and participates in the operation of telephones to receive routine and emergency requests from Town personnel and the public; dispatches police personnel utilizing assigned radio equipment according to established guidelines and procedures; notifies personnel of nature, location, and time of incidents; makes copies of voice recordings as needed.
- Maintains radio communications with Town police units; monitors location and status of police

- officers; keeps officers current regarding police, fire, and medical activities, emergencies, and situations; responds to officer requests for vehicle, individual, and other information.
- Oversees and participates in the maintenance of call and radio logs; compiles information and statistics and prepares and maintains a variety of records, reports, and files related to crime, calls, dispatches, victims, suspects, witnesses, cases, accidents, and assigned activities.
  - Receives, stores, and ensures the proper safekeeping and control of physical evidence/property in the possession of the department; maintains manual and computerized records of the evidence/property; coordinates the proper release of evidence/property to its rightful owner or dispose of unreturnable items in a manner prescribed by department policies and procedures, court orders, and federal and state laws.
  - Serves as a technical resource to Town personnel, outside agencies, and the public concerning Police records and dispatch activities; responds to inquiries and provides detailed and technical information concerning related 911 standards, requirements, laws, codes, regulations, policies, and procedures.
  - Monitors and assesses dispatch operations and activities for operational efficiency; assists in the development and implementation of dispatch policies and procedures to enhance operational efficiency as directed.
  - Monitors inventory levels of dispatch and related office supplies; orders, receives, and maintains adequate inventory levels of supplies; assists in the selection and maintenance of dispatch equipment; initiates funding requests for training and other dispatch needs as appropriate.
  - Attends and participates in various meetings and training sessions as assigned; participates in records and evidence related organizations and meetings; schedules and conducts training activities for subordinates as appropriate.
  - Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Organization and direction of operations and activities related to the emergency and non-emergency dispatch of police.
- Public safety communications practices, procedures, techniques and terminology.
- Town and Department organization, operations, radio procedures and dispatch guidelines.
- Functions, principles, and practices of law enforcement agencies.
- Principles and practices for records management, including records disbursement procedures.
- Principles and practices of data collection and report preparation.
- Local geography, street locations, important buildings and landmarks of the area.
- Telephone and radio procedures, techniques and etiquette.
- Applicable laws, codes, regulations, policies and procedures.
- Record-keeping and report preparation techniques.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

### **Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Organize and direct operations and activities related to the emergency and non-emergency dispatch of police.
- Supervise and control the maintenance and release of Police records, files and documents.
- Oversee and participate in the operation of telephones to receive routine and emergency requests from Town personnel and the public.
- Determine appropriateness of releasing records according to established requirements.
- Complete work with many interruptions.
- Utilize and stay current with evidence/property collection techniques and equipment.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Town in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- 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 twelfth (12<sup>th</sup>) grade and three (3) years of journey-level emergency dispatching experience, including one (1) year of lead experience equivalent to the Senior Public Safety Dispatcher at the Town of Paradise.

**Licenses and Certifications:**

- Possess and maintain Peace Officer Standards and Training (POST) Public Safety Dispatcher certification.
- Possession of, or ability to obtain, a Peace Officer Standards and Training (POST) Records Supervisor or Dispatch Supervisor certification is desirable.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently 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 frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file

information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with constant interruptions, moderate noise levels, controlled temperature conditions, Employees regularly interact with upset public and private representatives in providing services. 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.

### **WORKING CONDITIONS**

Must be willing to work irregular shifts including weekends, and holidays. Must be willing to be subject to called back, held over or called-in to maintain minimum staffing levels. Must be able to pass a thorough background investigation.