

**City of San Rafael  
Job Class Specification**

## **Job Title: Police Support Services Supervisor**

### **SUMMARY**

This is a civilian position responsible for the supervision and effective operation of the Police Department's Communications and Records operations, including business office, dispatch, evidence and records.

General supervision is provided by the Support Services Lieutenant or their designee. Responsibilities include the supervision of civilian support staff and other assigned personnel, including planning, organizing, and reviewing the work of assigned civilian personnel. Performs other related work as required.

### **THE IDEAL CANDIDATE**

- Has a strong police records and or dispatch background.
- Demonstrates through actions a strong customer service work ethic.
- Encourages teamwork and is able to work collaboratively with others.
- Continuously looks for ways to streamline and operate efficiently.
- Can change priorities quickly, identify and resolve problems and make sound decisions.
- Is a natural leader who is able to effectively coach, train, motivate, evaluate and provide leadership to staff.
- Leads by example and empowers staff to do the same.
- Thrives in a fast-paced environment, handling multiple tasks simultaneously, while making logical decisions and meeting deadlines.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The duties described are representative of those that must be met by an employee to successfully perform essential job functions. Additional duties may be performed as required. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties.*

- Plans, organizes, assigns, directs, and reviews work and activities of subordinate personnel; provides supervision, training, counseling, and performance evaluation of supervised employees.
- Develops and implements goals and objectives, policies and procedures, and performance standards for the work unit.
- Develops, plans, supervises, reviews and evaluates training activities; supervises the training program for new employees.
- Maintains security of police records, ensuring that information is released in accordance with related laws and department policies.
- Supervises the collection, retention and destruction of departmental documents and information.
- Ensures compliance with criminal and civil subpoenas and may testify in court proceedings.
- Supervises and directs the proper processing, maintenance and release of police records and evidence in accordance with all applicable laws, Public Records Act, rules and regulations; monitors and interprets changes in applicable laws for staff and assigned personnel.
- Prepares a variety of periodic and special reports related to areas of assignment, including correspondence, procedures, and other written materials; documents related training and submits reports mandated by local, state and federal agencies.
- Compiles statistical data, or directs such activities and prepares routine reports; conducts records audits.
- Ensures adequate inventory of supplies and equipment within areas of responsibility; requests

equipment maintenance and repair as necessary.

- Develops, implements, monitors and maintains multiple automated systems such as CAD/RMS.
- Supervises the installation, upgrade, operation and staff training of all computer related hardware and related software applications.
- Acts as the CLETS Agency Terminal Coordinator.
- Acts as the RIPA Agency Liaison
- Oversees CIBRS and NIBRS records and ensures all information is in accordance with applicable laws and policies.
- Participates in budget administration and preparation; submits justification for equipment and personnel resources; creates and submits completed staff work and reports.
- Serves as liaison to other law enforcement agencies with regard to dispatch and records related inquiries.
- May operate department specific equipment.
- May perform the duties of those supervised or related duties as required.

#### **.KNOWLEDGE OF:**

- Modern police methods and procedures.
- Principles, practices and operating characteristics of manual and automated records management and dispatching systems used in municipal law enforcement environments.
- Standard telephone, teletype and radio broadcast procedures, and the applicable rules and regulations of the Federal Communications Commission
- Statutory and case laws and ordinances related to evidence, property and records.
- City and Department policies and procedures.
- State and Federal regulations regarding records retention, distribution and destruction
- Pertinent Federal, State and local laws, codes, and regulations
- Information technology, personal computers and related software applications.
- Principles of supervision, training, employee appraisal, discipline and development.
- Information technology, personal computers and related software applications

#### **ABILITY TO:**

- Read and interpret documents such as rules, operating and maintenance instructions
- Select, train and instruct assigned personnel in work procedures
- Act quickly and calmly in emergencies
- Operate public safety communications equipment
- Write routine reports and correspondence
- Clearly speak to customers and groups of employees
- Communicate effectively both verbally and in writing.
- Interpret and explain laws, rules, regulations and technical procedure manuals.
- Establish and maintain cooperative relationships with the public and fellow employees.
- Supervise, train, evaluate, schedule and organize the work of subordinate personnel.
- Effectively mentor and develop subordinate employees.
- Maintain confidentiality regarding sensitive information.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

#### **EDUCATION, CERTIFICATION AND EXPERIENCE:**

High school graduate or equivalent. Additional coursework education of 60 semester units of college work at an accredited institution preferred.

Five years related experience and/or training in records, evidence, dispatch, or equivalent combination of education and experience, with at least two years in a lead or supervisory capacity.

Two years of experience as a CLETS Full Access Operator is highly desirable.

Possession of a P.O.S.T Dispatch or Records Certificate is preferred.

Possession of and ability to maintain a valid Class C California Driver's License and a satisfactory driving record.

**PHYSICAL DEMANDS:**

The physical demands described here 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. While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently exposed to video display and frequently works in inside environmental conditions. The employee occasionally works in evenings or weekends. The noise level in the work environment is usually quiet.

Hazards: Hazards are moderate, fairly predictable and protected against.

Department: Police

FLSA Status: Non-Exempt

Prepared By: Police Department

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Approved By: City of San Rafael & San Rafael Police Association

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