

POLICE SUPPORT SERVICES SUPERVISOR

DEFINITION

Under direction, supervises personnel and clerical activities in assigned area of responsibility and performs clerical administrative duties as required.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from a Manager or designee. Exercises supervision over assigned staff.

DISTINGUISHING CHARACTERISTICS

Incumbents supervise clerical staff responsible for classifying, filing, searching and maintaining records and other data pertinent to assigned area of responsibility. Incumbents are also responsible for maintaining, locating and archiving records. Work is reviewed through inspection of records, reports and consultations on work activities. Incumbents must ensure police practices are followed and Department of Justice security guidelines are adhered to.

This class differs from a Manager in that incumbents of the latter are responsible for managing the overall multi-shift operations of the Police Records Bureau or administer a Bureau within the Police Department.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

May include, but are not limited to, the following:

Trains, assigns, coordinates, and evaluates the work of personnel on an assigned shift; takes corrective action when necessary.

Provides oversight of police report narrative transcription services.

Ensures case filings with the District Attorney are performed in a timely manner.

Supervises criminal history reports being released to the public and other law enforcement agencies.

Provides oversight for California Law Enforcement Telecommunications System (CLETS) teletype communications and the timely response to ensure public and police officer safety.

Controls clerical procedures and incoming and outgoing information and records.

Evaluates clerical work methods and systems; recommends changes when necessary.

Develops, implements, maintains, locates and archives records, documents and other pertinent data; assists department administration in developing and implementing automated record keeping systems and processes adhering to applicable retention program.

Provides oversight and ensures integrity of developed systems.

Responds to requests for information from the public and outside agencies; answers routine questions and/or responds to more complex inquiries requiring the interpretation of policies and procedures.

Gathers and compiles information in response to requests from the public, City staff or outside agencies.

Ensure that National Incident-Based Reporting System (NIBRS) data is being reported to the Department of Justice in a timely and accurate manner.

Initiates and prepares routine correspondence and notices for signature by appropriate management staff.

Reviews finished materials for completeness, accuracy, format, compliance with policies and procedures and appropriate English usage.

Coordinates court subpoenas and the appearance of police officers in court; may assist with report writing, as necessary.

Conducts NCIC/CLETS audits for the California Department of Justice and FBI as assigned.

Maintains office inventory and requisitions supplies as needed.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

The CLETS system and applicable security protocols.

Office procedures, principles, practices, and equipment.

Applicable department terminology and procedures.

Principles and practices of effective employee supervision, including selection, training, work evaluation and discipline.

Customer service principles and practices.

Correct English usage, including spelling, grammar, punctuation and vocabulary.

Data collection and analysis techniques.

Filing principles and practices.

Ability to:

Implement and enforce compliance with the Department of Justice security guidelines.

Create, modify, and adjust complex matrix scheduling.

Understand and follow complex written and oral instructions.

Classify and index a large variety of detailed records.

Assign, supervise, evaluate, and train personnel.

Communicate effectively in oral and written form.

Use a variety of personal computer business software applications to prepare clear, concise, and comprehensive records, reports, correspondence, and other written materials.

Establish and maintain effective working relationships with those contacted during the performance of assigned duties.

Skill to:

Safely operate a motor vehicle.

MINIMUM QUALIFICATIONS

Two (2) years of experience equivalent to a Police Support Services Technician with the City of Fresno; OR three (3) years of increasingly responsible lead or supervisory experience in records management which involved complex data entry, record processing and file maintenance, preferably within a law enforcement agency.

Special Requirements

Must successfully complete a polygraph test and an extensive background investigation prior to appointment.

Possession of a valid California Driver's license may be required at time of appointment.

APPROVED: (Signature on File)
Director of Personnel Services

DATE: 10/6/21

NEW: 10/5/21 TJM;SCM;bn