

CITY OF GLENDALE

TITLE:	Police Support Services Supervisor	CLASS CODE:	621
REPORTS TO:	Various	GRADE:	23
DEPARTMENT:	Police Department	FLSA:	N
JOB SPECIFICATION: July 6, 2010 kmd			

JOB SUMMARY

Supervises personnel within a unit of the Police Department.

ESSENTIAL FUNCTIONS

1. Plans, supervises, and evaluates the work of support services personnel.
2. Determines workload analysis; schedules personnel, tracks and processes the timekeeping information.
3. Oversees personnel responding to inquiries regarding criminal activity information including local warrants, bookings, victims, suspects and convicted felons.
4. Gathers and prepares statistical reports on a daily, weekly, monthly, or annual basis as required.
5. Oversees staffing entering criminal activity information into computerized CJIS (criminal justice information systems). Verifies information is correct and complete when entered in appropriate programs in CJIS.
6. Performs difficult queries of information on computerized criminal justice information systems and verifies correctness of information handled by staff.
7. Oversees handling of court orders for release of information.
8. Resolves and handles complaints.
9. Participates in work area security analysis; prepares recommendations; implements decisions.
10. Insures cash handling activities are performed in accordance with policy.
11. Allocates department issued resources and insures appropriate financial accounting.
12. May conduct research and/or audits, analyze findings, prepare reports and make recommendations to management.
13. May oversee staff handling calls for service documenting complaints of possible criminal activity.
14. May supervise staff handling processing and transporting, welfare and security of detainees, incarcerated with the Glendale Detention Facility.
15. May administer staff handling the entry, documentation and distribution of police records.

SECONDARY FUNCTIONS

16. Performs other duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

Effective supervisory principles and practices
Computerized criminal justice information systems (PACE, CJIS)
Federal and State laws and regulations governing custody of information, privacy and security guidelines, detainment and transportation of prisoners

Ability to:

- Plan, assign, coordinate and supervise the work performed by subordinates
- Exercise independent judgment regarding the custody and dispensing of Police related information
- Perform computer entry and retrieval of information
- Communicate clearly and concisely, verbally and in writing
- Establish and maintain effective working relationships with officers and other police agencies
- Use judgment in determining response to court orders
- Provide accurate, timely information to Police Officers
- Handle difficult public contact situations
- Work in a detention/jail environment

WORKING CONDITIONS

Work site rotates between an office setting and the jail complex. Involves close attention to detail and accuracy for extended periods of time. Assignment in the Detention area involves exposure to controllable hazards. Requires good physical condition in order to handle potentially combative prisoners.

MINIMUM QUALIFICATIONS

A two year degree in Business or Public Administration, Computer Science, Information Management or related field and two years experience managing a computer system within a criminal justice agency or two years of experience as a detention officer including one year of supervisory experience.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS

- Must obtain Terminal Operator Certification by the Arizona Department of Public Safety within six months
- May require shift work
- Valid Arizona driver's license