

**CITY OF FONTANA  
POLICE SUPPORT SERVICES SUPERVISOR**

**DEFINITION:** Under direction from the Division Commander or from other supervisory or management staff, supervises, assigns, reviews and participates in the work of staff responsible for providing clerical support services within the Police Department; and performs a variety of technical tasks related to assigned areas of responsibility. Exercises direct supervision over non-sworn technical and clerical staff.

**ESSENTIAL FUNCTIONS:** The incumbent must have the ability to:

- Plan, prioritize, assign, supervise and review the work of staff responsible for providing records management and property control services within the Police Department.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- Evaluate operations and activities of assigned areas; recommend improvements and modifications; prepare various reports on operations and activities.
- Supervise the processing and maintenance of police reports, records and official documents for the department and ensure compliance with applicable Federal, State and local laws, codes and ordinances.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing efficient and effective support services; implement policies and procedures.
- Participate in the development and coordination of the Support Services program budget; submit budget recommendations; monitor expenditures.
- Manage the police support services computer system.
- Process subpoenas and testify in court as required.
- Investigate complaints and recommend corrective action as necessary to resolve complaints.
- Attend and participate in a variety of meetings.
- Prepare various reports and memoranda on operations and activities.
- Perform any tasks or functions deemed necessary to the daily operations of the employer.

**THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.**

**WORKING CONDITIONS:** Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data, using a computer keyboard. Additionally, the position requires near and far vision in reading correspondence and using the computer, and acute hearing is required when providing phone and customer service at public counter. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

## **EXPERIENCE AND TRAINING GUIDELINES**

A combination of experience and training that would provide the required knowledge and abilities is qualifying. The incumbent must have knowledge of:

- Operations, services and activities of a police support services program.
- Principles of supervision, training and performance evaluation.
- Modern and complex principles and practices of police record management, property control and police clerical services.
- Modern police practices and methods.
- Budgeting procedures and techniques.
- Federal and State laws, City ordinances and Departmental regulations, including privacy and security requirements.
- Modern office procedures, methods and computer equipment.
- Automated record keeping and word processing systems.

Ability to:

- Supervise, organize and review the work of technical and clerical staff involved in the support of police activities.
- Train and evaluate staff.
- Interpret and apply Federal, State, local and departmental policies, procedures, laws and regulations.
- Prepare clear and concise reports.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work including City officials and the general public.

**Experience:** Four years of increasingly responsible police records experience including eighteen months of lead supervisory experience.

**Education:** Equivalent to an Associate of Arts degree with major course work in criminal justice, public administration or a related field. Years of experience may be substituted for training on a year-for-year basis.

**Licenses/Certifications:** Possession of, or ability to obtain, an appropriate, valid California driver's license.