



POLICE CIVILIAN OPERATIONS SUPERVISOR

Department:	Police	Class Code:	27
Reports to:	Chief of Police	FLSA Status:	Exempt

GENERAL PURPOSE: Under limited supervision, provides administrative support services to the Chief of Police and the Police Lieutenants. Work responsibilities extend to supervising the Civilian/Officers, Animal Control Officers, Animal Shelter Adoption Specialist and volunteer staff.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Provide various staff support to the Chief of Police and Police Lieutenants; creates power point presentations; gathers statistical data; composes letters and other correspondence; develops various reports.
- Schedules meetings and maintains the calendar for the Chief of Police; makes travel arrangements.
- Supervises staff and volunteers to include hiring, assigning and monitoring work, prioritizing deadlines and workloads, providing and/or recommending training; establishes performance measures, goals, objectives and priorities, evaluates work performance, and conducts disciplinary actions.
- Assists in all aspects of preparing the Police and Animal Control budget (budget is approximately \$3.7 Million), coordinates budget submittals, tracks and reviews expenditures. Writes purchase orders; makes copies of documentation; maintains line item logs and purchase order logs; reconciles all Police and Animal Control detailed ledgers.
- Receives incoming calls from the public and/or staff and provides information as necessary; replies, forwards, sends and receives e-mails.
- Maintains, creates and organizes files for the Police Department and Animal Control; maintains records, files and logs; processes records requests; provides records retention and quality control procedures; makes policy and procedure decisions affecting records; researches records problems.
- Processes timesheets for the Police and Animal Control Department; Approve leave and overtime requests; verifies hours. Tracks volunteer time for all volunteers.
- Processes mail; collects, reports and transmits money.
- Serves as the Arizona Criminal Justice Information System Security Officer; schedules certification tests; monitors usage; generates reports.
- Provides lobby window coverage as needed; provides assistance to citizens via personal or phone contact.
- Receives and responds to citizen complaints within scope of authority.
- Maintains the office supply and equipment inventory; orders office supplies and equipment.
- Oversees equipment repair and maintenance; schedules repairs.
- Schedules and/or attends staff training classes and meetings. Make all hotel and travel arrangements for Police and Animal Control staff.
- Creates and revises forms or spreadsheets.

- Performs related duties as required or assigned.
- Maintains the integrity, professionalism, values and goals of the Town by assuring that all rules and regulations are followed, and that accountability and public trust are preserved.
- Supports the relationship between the Town and the constituent population by demonstrating courteous and cooperative behavior when interacting with residents, visitors and Town staff; enthusiastically promotes the Town's goals and priorities in compliance with all policies and procedures.
- Composes and reviews requests for Council action forms; gathers backup data for submission with forms.
- Functions as a resource for all department employees, provides direct support to the Chief of Police with personnel matters, technical aspects and budgetary concerns. In all areas works closely with other Town Departments to implement standards and support systems that ensure efficient and timely processing within a highly professional and customer service-oriented environment.
- Manages the collection, analysis, and reporting of NIBRS (National Incident Based Reporting System) data to the Arizona Department of Public Safety and the Federal Bureau of Investigations.
- Liaison to multiple Federal State and local Law Enforcement agencies.

MINIMUM QUALIFICATIONS:**Education and Experience:**

Associate degree in Law Enforcement or a closely related field and five years of experience, including two years of supervisory experience, in advanced administrative support within law enforcement or an equivalent combination of education, training and experience.

Required Licenses or Certifications:

- Arizona Criminal Justice Information System certification.

Required Knowledge of:

- Bookkeeping and basic Accounting.
- Basic budgeting principles.
- Executive administrative support duties in the support of a department head.
- Performance management and coaching principles.
- Timesheet and personnel administrative procedures.
- Modern office procedures, practices and equipment.
- Principles and practices of effective employee supervision.
- Uses and applications of personal computers and various software applications.

Required Ability to:

- Develop and maintain effective working relationships with Town staff, external law enforcement agencies, vendors and the general public.
- Provide excellent customer service.
- Establish and maintain various manual and automated records and filing systems.
- Make decisions, maintain composure and work effectively under stressful conditions.
- Analyze, appraise and organize facts and present material in a concise and logical manner.
- Communicate effectively, both orally and in writing.
- Assess and prioritize multiple tasks, projects and demands.
- Operate a personal computer utilizing a variety of business software.

JOB DESCRIPTION

Police Civilian Operations Supervisor

- Maintain strict confidentiality.
- Keep privileged information confidential.
- Supervise, train and direct the work of subordinate staff.

Physical Demands / Work Environment:

- Work is performed in a traditional office environment. May be required to perform a full range of motion with lifting and/or carrying supplies, materials, equipment and/or items weighing up to 20 pounds.

Core values: Integrity, Teamwork, Respectful, Communication, Service, Leadership, Innovation

Classification	Adopted	Revised	Retitled	Class Code / Range	FLS Designation	Step
		8/2018		24		
		5/2021		27		

APPROVED: Human Resources

DATE: 5/2/2021