Department:	Police
Bargaining Unit:	MID-MANAGEMENT
Salary Range:	M-39
Last Revision:	January 2014

ADMINISTRATIVE SUPERVISOR- POLICE DEPARTMENT

DEFINITION

Under supervision to supervise, assign, review and participate in the work of staff responsible for providing police record keeping and parking enforcement within the Police Department; and to perform a variety of technical tasks relative to assigned area of responsibility. To perform a variety of responsible administrative, secretarial and clerical duties in support of a City department or division; to provide a variety of routine and complex analytical, administrative and technical work in the analysis of programs, projects, services, systems. Policies and procedures in support of a City department or division; to perform receptionist, word processing, information system and records management duties; to assist staff with special projects; and to provide information and assistance to the public regarding functions to which assigned.

SUPERVISION RECEIVED AND EXERCISED

Receive general supervision from the Police Chief and Police Captain.

Exercise technical and functional supervision over clerical staff, police volunteers, parking enforcement staff and other non-sworn employees.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Responsibilities and duties may include, but are not limited to, the following:

Supervise the work of the clerical and parking enforcement staff, including assignment of specific areas of responsibility.

Review all police reports submitted; check for accuracy of coding, warrant information, property listing, dates and status; follow up with officers on problems identified.

Plan, prioritize, assign, and review the work product of subordinate staff responsible for providing

police record keeping and parking enforcement within the Police Department.

Assist in the implementation of goals and objectives; establish schedules and methods for providing police records services; implement policies and procedures.

Participate in the selection of clerical and parking enforcement staff, provide or coordinate staff training; work with employees to correct deficiencies; recommend discipline procedures.

Provide reception and general office administration; screen office and telephone callers; respond to complaints and requests for information on regulations and procedures.

Type correspondence, reports, forms, and a variety of documents from verbal instructions, rough draft, or transcribing machine recording.

Independently assemble data and information for reports.

Sort and process office mail; receive and send out mailings as requested, including bulk mailings.

Operate a computer terminal to input and retrieve departmental information.

Process and code invoices for payment; prepare purchase orders; maintain financial records.

Be the CLETS Coordinator and COPLINK coordinator for the Hollister Police Department.

Operate various office equipment, including a computer, fax machine, copy machine, printer and typewriter.

Using the above equipment, enter, records and file a wide variety of police records, reports and materials, including memos, letters, reports, complaints, citations, crime reports and traffic collision reports.

Prepare various reports on operations and activities; assemble, code, record and summarize a variety of police record data, including serious crime offenses, stolen vehicles, traffic collision reports and other crime reports.

Review requests for information and develop determinations as to its release in accordance with established regulations; provide general information regarding Department policies, procedures and regulations to the public.

Operate various computer programs, including word processing, spreadsheets, data bases and communications software to prepare various reports, records memos, letters and other material, both for internal and external distribution.

Review parking enforcement activity and citation logs; appear in court to present evidence for disputed citations.

Perform the full range of departmental records keeping duties as necessary.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Basic police records supervision practices and training principles.

Basic organization and functions of a municipal law enforcement agency.

Procedures, methods and techniques of police record keeping.

Pertinent Federal, State, and local laws, codes and regulations.

English usage, spelling, grammar and punctuation.

Procedures and techniques for dealing with the public in a tactful, but firm manner.

Modern office procedures, methods and computer equipment.

City parking ordinances and enforcement.

Methods and techniques of documenting public citations.

Principles and practices of business letter writing and basic report preparation.

Principles and practices of fiscal, statistical, and administrative data collection and report preparation.

Principles and techniques used in dealing with the public.

Word processing methods, techniques, and programs including spreadsheet and database applications.

Basic mathematical principles.

Principles of automated information systems.

Skill to:

Operate various office equipment, including fax machine, copy machine, computer and printer.

Perform data entry at a speed necessary for successful job performance.

Ability to:

Supervise, organize and review the work of clerical and parking enforcement personnel.

Interpret and explain Police Department policies and procedures.

Perform general clerical work, including maintenance of police records and compiling information for reports.

Prepare clear and concise reports.

Train clerical staff in records keeping procedures and computer data entry.

Train parking enforcement staff in parking enforcement procedures.

Understand and carry out oral and written directions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Learn and correctly interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.

Perform responsible and difficult secretarial work with a high degree of accuracy.

Plan and organize work to meet schedules and deadlines.

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Independently prepare correspondence and memoranda.

Work cooperatively with other departments, City officials, and outside agencies.

Respond to requests and inquiries from the general public and City officials.

Work under limited supervision within a broad framework of standard policies and procedures.

Maintain confidentiality of sensitive information and data.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Manage the use, care and repair of department computers and printers.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

While not mandatory, it is highly desirable to be able to communicate effectively, both orally and in writing, in the Spanish language.

Experience and Training Guidelines
Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Five (5) years of responsible clerical experience, including at least three (3) years of police records work.

Training:

Equivalent to successful completion of the twelfth grade. (GED or High School Graduation) supplemented by specialized training in personnel supervision, and in the area of assignment.

License or Certificate:

Possession of, or ability to obtain, an appropriate valid California driver's license.

Special Requirements

Ability to pass a records check fingerprinting.

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment; ability to sit, walk, stand, climb; expose to

cold, heat, noise, outdoors; ability to travel to different sites.

Effective Date: January 2014