

CITY OF GLENDORA
SUPPORT SERVICES SUPERVISOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under administrative direction, plans, directs, coordinates, and supervises the activities and staff assigned to the Support Services Division of the City's Police Department; maintains general charge of police facilities; performs related duties as required.

CLASS CHARACTERISTICS

The Support Services Supervisor is a non-sworn middle management class which reports to the Chief of Police.

ESSENTIAL JOB FUNCTIONS

These functions may not be present in all positions in this class. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function.

1. Selects, trains, evaluates and supervises the activities of assigned staff; prepares work schedules; provides instruction or direction as necessary. (a d e f g j k l)
2. Directs the custodial maintenance of police facilities and equipment; directs the formulation of operational policies for the City jail; supervises animal control and code enforcement; serves as liaison with the public works department; manages police vehicle fleet and oversees vehicle maintenance and replacement. (a b c d e g h i j k l)
3. May provide support for public information and assistance on emergency response preparedness and other related emergency matters to public agencies, businesses, schools, the general public, and other groups; may support reporting procedures for damage assessment and resource requests in the event of a disaster or emergency. (a b c d e f i j k l)
4. Develops and coordinates training activities related to disaster preparedness programs for all City personnel; ensures readiness of response facilities, supplies, and equipment for disaster and hazardous materials incidents; prepares the City's Emergency Operations Center for use; attends and participates in inter-governmental committees and meetings on disaster preparedness and emergency management. (a c d e f h i j k l)

5. Plans and supervises meal preparation for jail population; maintains jail manual and meal instructions; acts as a liaison to various court, corrections, and health agencies to ensure compliance of jail inspections. (a b c f g h i j l)
6. Supervises Animal Control Officers, participates in their selection, orientation, performance evaluation and establishes work standards. (a d e f g j k l)
7. Supervises, assigns, coordinates and evaluates the work of Community Preservation Officers; monitors, evaluates and recommends change to improve and streamline code enforcement programs and implement change. (a d e f g j k l)
8. Acts as jail liaison with Irwindale Police Department by managing the booking and processing of their arrestees. (a b c d e f g k l)
9. Deal constructively with conflict and develop effective resolutions; operate personal computer, word processing, data base and spreadsheet applications; interpret finance statements and cost accounting reports; and foster positive and harmonious working relationships with those contacted in the course of work. (a b c g h j k l)
10. Supervises law enforcement and other employee training within the Police Department; ensures compliance with the mandates of the Commission on Peace Officer Standards and Training (POST) and Standards and Training for Corrections (STC); prepares reports, procedures, legislative analysis and bulletins related to training; maintains the training video library. (a b g h j l)
11. Supervises assigned personnel in the development and implementation of community relations and school safety programs for the police department. (a b c e g h k l)
12. Advises subordinate personnel on job-related matters; evaluates performance and provides assistance in improving skills and abilities; resolves conflicts or problematic situations arising out of assignments; creates positive work environment; maintains discipline and initiates corrective action; ensures compliance with safety practices and policies. (a b d e g j k l)

REQUISITE ABILITIES

The following generally describes the abilities required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- a. Communicate clearly and concisely, both orally and in writing.
- b. Research and prepare complex reports on a variety of subjects.
- c. Establish and maintain effective relationships with the community at large.
- d. Supervise a unit or section of the Police Department.
- e. Select, train, supervise and evaluate employees.

- f. Make decisions regarding operational and personnel functions.
- g. Operate programs within allocated amounts.
- h. Respond to emergency and problem situations in an effective manner.
- i. Understand, explain and apply policies and procedures.
- j. Analyze unusual situations and resolve them through application of management principles and practices.
- k. Deal constructively with conflict and develop effective resolutions.
- l. Develop new policies impacting department operations/procedures.

MARGINAL FUNCTIONS

These are position functions which may be changed, deleted or reassigned to accommodate an individual with a disability.

QUALIFICATIONS GUIDELINES

Education and/or Experience *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

An Associate's degree or equivalent with major work in police science, public administration or a related field, plus five years of increasingly responsible supervisory and/or management experience in law enforcement operation, public sector support or administration, including experience in municipal government.

Knowledge and Skill Levels

Knowledge of jail operations including laws and regulations pertaining to such operations; radio equipment and police service codes; ability to develop and administer departmental goals, objectives and procedures; ability to identify and respond to sensitive community and organizational issues, concerns and needs; considerable knowledge of city personnel administration policies and procedures and principles of supervision.

Special Requirements

Possession of a Class C California driver's license and a satisfactory driving record.

Possession of, or ability to obtain within 18 months of appointment, a P.O.S.T. Civilian Supervisory certificate or a P.O.S.T. Supervisory certificate.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting. Duties are typically performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with a variety of City staff and others. At least minimal environmental controls are in place to assure health and comfort.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Revised by *Johnson & Associates LLC* June, 2006