

**SUPPORT SERVICES COORDINATOR**

**DEFINITION**

The Support Services Coordinator will organize and direct the activities of the Support Services Division within in the Police Department including dispatch, records, property/evidence, and fingerprinting; train and evaluate the performance of assigned personnel; oversee the acquisition, maintenance, and enhancement of technical communications, records, and other automated systems; and to provide highly complex staff assistance.

**SUPERVISION RECEIVED AND EXERCISED**

Receive direct supervision from the Police Lieutenant or Police Captain. Supervise non-sworn staff in dispatch, property/evidence, records, and fingerprinting.

**REPRESENTATIVE DUTIES** – *(Incumbents may perform any combination of the essential functions shown below (E). This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)*

Plans, schedules, organizes, assigns, reviews and evaluates the work of non-sworn staff; ensures coverage of staff for all dispatch shifts. (E).

Answer emergency telephone requests for police, fire, and medical emergencies; determine the seriousness of the situation and dispatches appropriate assistance in accordance with predetermined plans or as directed.

Plan, organize and direct technical police support services including police dispatch and records management.(E).

Develop and implement goals, objectives, policies and procedures related to assigned police technical services; assist in developing and implementing departmental goals, objectives, policies and procedures; and, provide highly complex management assistance to command staff. (E).

Direct, oversee and participate in the development of the work plan related to the Support Services Division; assign work activities, projects and programs; monitor work flow; and, review and evaluate work products, methods and procedures (E).

Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements (E).

Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; and, maintain discipline and high standards necessary for the efficient and professional operation of the department (E).

Coordinate the design, maintenance, implementation, and administration of police communications, records, property/evidence, fingerprinting, and related automated systems, working collaboratively with the District's Information Technology Department regarding technical assistance; work with outside vendors and consultants; recommend improvements, equipment upgrades, and enhancements (E).

Coordinates assigned activities with those of other divisions and outside agencies and organizations; resolves sensitive and controversial issues (E).

Assume the responsibility for maintaining radio communication with district police units and for maintaining a log of the activities of each officer including the time, location and nature of each incident reported.

Maintain telephone and radio communication between the San Joaquin County Sheriff, Stockton

Police, and the District Police Departments and coordinates the activities of all departments during emergency situations.

Maintain various departmental files including criminal records and confidential files (*E*).

Train employees including police officers and dispatchers in radio operation procedures, records procedures, fingerprinting procedures, and property/evidence procedures (*E*).

Prepare files, checks routes and files reports, department documents and records and prepares and maintains periodical operational reports and records including statistical data (*E*).

Serve as the Police Department Custodian of Records and Property/Evidence Manager; coordinate appropriate release of records and property/evidence (*E*).

Coordinate federal, state, and county/local information systems such as Consolidated Criminal Records (CCR), National Crime Information Center (NCIC), Police Information Network (PIN) (*E*).

Operate a computer automated dispatch system on all alarm and radio systems for the District.

Perform other duties as assigned.

## **QUALIFICATIONS**

### Knowledge of:

- English usage, spelling, grammar, and punctuation;
- Operations and services of a police communications dispatch center;
- Operations and services of police records management;
- Modern police communications and automated dispatch systems;
- Modern police records management and related computer systems;
- Principles and practices of analysis of software, hardware, and application systems to achieve efficient system utilization as related to a police communications dispatch center and records management program;
- Troubleshooting techniques used in resolving operations problems with operating systems, computer software, and related systems and equipment;
- Principles and practices of leadership, motivation, team building, and conflict resolution.

### Ability to:

- Operate computer aided dispatching and other telephone and radio equipment;
- Organize and direct police dispatch, records management, property/evidence, fingerprinting; and related programs and services;
- Function effectively and make decisions in stress situations;
- Work irregular hours as needed;
- Understand, relay, and carry out moderately complex oral and written instructions;
- Communicate clearly and concisely;
- Maintain records and prepare reports;
- Deal effectively with the public; learn local geography, street locations, important buildings, and landmarks in the Stockton area, including all District beat patterns

### Education and Experience:

Equivalent to graduation from a two-year college or university and four years of experience in dispatching, records management, and/or property/evidence control in law enforcement with at least two years in a supervisory capacity. A Bachelor's degree and experience with LiveScan operations are desirable.

License, Certificates and Other Requirements:

- Must possess at least one of the following:
  - Public Safety Dispatcher Certificate issued by the Commission on Peace Officer Standards and Training (POST).
  - Communication Training Officer Certificate issued by the Commission on Peace Officer Standards and Training (POST).
  - Records Supervisor Certificate issued by the Commission on Peace Officer Standards and Training (POST).
- Must possess an appropriate California Operator's License issued by the State of California Department of Motor Vehicles.
- Must be able to meet physical, psychological, and background standards.

**WORKING CONDITIONS:**

HAZARDS:

- Contact with dissatisfied or abusive individuals.

PHYSICAL DEMANDS:

Employees in this position must possess/have the ability to:

- Sit for prolonged periods of time.
- Stand/walk for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard and various police equipment.
- Frequently lift/carry up to 10 lbs at waist height.
- Occasionally lift/carry/drag up to 50 lbs for short distances.
- Reaching overhead, above the shoulders and horizontally.
- Climbing stairs.
- Bend at the waist, kneel, or crouch.
- Hear sufficient to receive communications on radio and perform required duties.
- Speak sufficient to give instructions/commands.
- Visual acuity sufficient to perform required duties and to maintain firearms qualifications.

Salary Placement

Management Team Salary Schedule

Tier 5, Range 01

12-month work year

Board Approval: 05.24.14

Management re-alignment effective 03/01/19