



CITY OF POCATELLO CLASSIFICATION SPECIFICATION

Lead Police Support Specialist

Department: Police Reports to: Detective Lieutenant or Records Supervisor Pay Grade: H08
Date Established: 7/2014 Date Revised: 12/2017 FLSA Status: Non-Exempt

CLASSIFICATION SUMMARY

The Lead Police Support Specialist is a working supervisor position to perform and oversee the work of Police Support Specialists or Stenographer/Transcriptionists. The job manages daily workflow, gives direction and delegates work, prepares the work schedule, processes leave and training requests, responds to questions or unusual situations, evaluates the work of others and prepares performance evaluations, and handles any personnel issues in the assigned section. The Lead Police Support Specialist ensures that the section workers provide efficient and effective customer services. A Lead Police Support Specialist may be assigned to Detectives or Records.

The Lead Police Support Specialist works alongside subordinate employees to perform a wide range of office support functions using independent judgment in applying existing policies and procedures to complete assignments and respond to non-routine inquiries and explain department/division services, policies, procedures and rationale for decisions to customers. The job involves the use of a variety of computer operations and/or specialized software to complete daily assignments. The job's primary and diverse duties include creating, reviewing and processing law enforcement documents and records, identifying and correcting errors and omissions on documents received from staff and/or the public, performing data entry and maintaining records. The work is performed under the general guidance of a Police Lieutenant or Records Supervisor, depending on assignment, with latitude allowed for independent judgment and initiative within the processes and procedures required by the Police Department.

The job requires strong customer service experience, leadership skills, the ability to accurately type documents with excellent grammar and spelling, multi-tasking skills and the ability to work efficiently with multiple interruptions. Due to the nature of the job in the police department, confidentiality in all work is required. The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, and the general public.

The work environment includes an office environment with moderate noise level. The work schedule/hours may vary depending on work assignment. Some positions may require a valid Idaho Driver's License.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Supervises, schedules and delegates work of clerical and administrative employees in an assigned section of the Police Department. Manages daily work flow and ensures that employees provide effective and efficient customer service while following the processes, procedures and policies required of the Department. Manages conflict and provides conflict resolution. Provides training to new and existing staff. Authorizes leave time, enters payroll data and gathers/maintains payroll records as needed. May perform special research and prepare reports and handle any reports/issues that might be "classified" or particularly confidential. Responds to customer complaints. Provides records, logs and/or files or other documents for auditing purposes. May also be assigned a "back-up" responsibility to cross-train and perform other law enforcement duties in the absence of other employees such as Evidence Technician, Crime Analyst or other position.

Gathers, receives, reviews, prepares and processes a variety of civil and criminal documents including, but not limited to, police reports, citations, warrants, legal papers, fingerprint cards, court orders, license applications, background checks and other information. Compiles, organizes, enters and responds to

requests for police records, case files and/or other documentation. Enters and retrieves data for or from law enforcement records, types reports and maintains files of police records. Provides copies of records to the public, other law enforcement agencies or other interested parties. Answers incoming phone calls and greets walk-in customers, provides general and specific information to the public, answers questions and inquiries, explains processes and procedures and provides referrals to other departments or staff as needed. Receives and logs online reports, prepares case files, runs license plate checks, warrant checks and other criminal records checks through NCC, ILETS, DMV and/or FBI as needed.

Provides clerical and administrative support services to staff members as needed, including but not limited to, taking messages, setting appointments, providing information, preparing documents and correspondence, taking minutes at meetings, screening and distributing mail, accepting payments, notarizing paperwork, running vehicle, driver's license and criminal background checks, preparing and tracking legal documents and inputting data into central computer system. Maintains accurate and complete records, files and documentation. Creates word processing documents and spreadsheets and/or works with specialized department software.

May perform basic accounting duties to process accounts receivable and/or accounts payable. May coordinate travel and training arrangements. Assists in other areas of police department support such as licensing or other areas. Maintains strict confidentiality in all cases. Cross-trains in, and performs the work of other administrative personnel in various divisions of the Police Department as needed; May perform car seat installation and inspections and fingerprint functions for the public.

Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems. Provides assistance, information and answers questions from the public.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty and be successful in the position.

Knowledge of:

- Principles, practices and techniques of effective supervision of employees;
- Police Department functions, procedures, policies, rules and regulations related to the assigned function, including civil rules and State Civil processing laws and procedures;
- Customer Services procedures and techniques;
- Legal documentation and terminology and basic processes of the Court System and Prosecutor's Office;
- Operation of a personal computer and job-related software and specialized systems such as Spillman, NCIC, ILETS, etc.;
- Current office practices and procedures;
- Recordkeeping and bookkeeping practices and procedures;
- English grammar, spelling, punctuation and composition.

Skill and Ability to:

- Lead, supervise, train and evaluate the work of others;
- Utilize organization skills to prioritize and delegate work;
- Maintain up-to-date knowledge of policy and procedures related to assigned function;
- Provide relevant and accurate answers to questions from members of the public and City and Police Department staff;
- Enter and retrieve data accurately and efficiently into a computerized police system;
- Establish and maintain accurate records and files, both computerized and hardcopy;

- Respond to the public over the phone or in person in a tactful, pleasant, and courteous manner;
- Speak clearly and communicate accurate information to others.
- Proficiently operate computers, software programs, such as Microsoft Word, Excel, PowerPoint, or similar office software to create documents and other materials, maintain information, and generate reports.
- Prepare accurate and grammatically correct written reports;
- Respond to citizen requests in a courteous and effective manner;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- High school diploma or GED; and
- At least two (2) years previous experience performing customer service, clerical and administrative duties in a law enforcement environment, preferably in a supervisory role; and
- Successful completion of Police Department background check, CVSA and drug screening is required;
- ILETS and NCIC Certification is preferred;
- CPR Certification is preferred.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk and sit for extended periods of time. The job requires hand/finger dexterity to handle materials, keyboard to type and reach with hands and arms. The job requires operation of a computer and job-related equipment. The employee must occasionally lift and/or move up to 25 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions, communicate clearly and effectively and interact with the public is required. While performing the duties of this classification, the employee may be impacted by fast-paced and stressful emergency conditions or exposed to graphic reports of criminal activity. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.