CITY OF MILL CREEK

POSITION DESCRIPTION

POSITION TITLE:	Support Services Supervisor	JOB CLASSIFICATION:	Administrative Supervisor
DEPARTMENT:	Police Department	REPORTS TO:	Deputy Chief of Police
SALARY RANGE:	Grade 15	FLSA EXEMPT:	Yes
REPRESENTATION:	Non-represented	Approvals: CM:	date:)-9-19
		Approvals: <u>HR:</u>	date: 1-9-19

GENERAL DESCRIPTION:

Under the direction of the Deputy Chief of Police, maintain an effective overall system of records and property management for the Police Department, including overseeing staff and monitoring accuracy of property and records data entry, filing, and other work performed by subordinates. Duties also include performing a variety of complex, highly responsible and confidential administrative tasks in support of the Chief and Deputy Chief of Police, preparation of reports, correspondence and data research and compilation.

ESSENTIAL JOB FUNCTIONS:

- 1. Plan, direct and manage the functions and operations of the Records and Property Units.
- Develop schedules, policies, and procedures to maximize the efficiency of the property and records management systems; arrange employee training as needed.
- 3. Oversee the accurate processing and entry of police reports, insurance requests, and training information.
- 4. Supervise Records Technicians and Property/Evidence Tech; address personnel needs and issues, including training and evaluation of personnel.
- 5. Complete various reports, including monthly, quarterly, and annual operational reports in according with accreditation standards.
- In collaboration with the Public Records Officer(s), set priorities and manage production so that data entry, dissemination of information, and processing of public disclosure requests remain timely and on schedule. Assist Records Unit personnel with their duties when necessary.
- 7. Process court orders pertaining to the sealing of juvenile records, expungement of certain criminal history information, and vacating sentences of adult offenders.
- 8. Review monthly Incident Based Reporting (IBR) reports for the State and the FBI.
- 9. Serve as the site coordinator for the State's JIS-Link (Judicial Information System) and the Technical Agency Coordinator (TAC) for the Washington State Patrol's ACCESS database.
- 10. Participate in executive-level meetings that include, but are not limited to budget planning and management, strategic planning, policy management, personnel issues, internal affairs investigations, and discipline.
- 11. Maintain appropriate confidentiality of work-related issues, including but not limited to customer, employee and City information and records.

This is not designed to be a comprehensive listing of all activities, duties and responsibilities required of the job. Other duties may be assigned and/or performed.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills/Knowledge:

- Records management systems, techniques, and technologies; preferably New World RMS.
- Public Records dissemination.
- City organization, operations, policies, goals, values, and objectives. Knowledge of municipal budgeting procedures.
- Applicable federal, state, and local laws, codes, regulations, policies, and procedures.
- Business English, grammar, spelling, punctuation, vocabulary and types/formats of business correspondence.
- Process improvement theory and best practices.
- Excellent interpersonal skills for establishing and maintaining effective working relationships with employees, other department and city staff, city officials and a positive customer service orientation with the public.
- Management and team building skills including supervisory, instruction, problem analysis and decision making, planning and organizing, adaptability/flexibility, stress tolerance and time management.
- Excellent written and verbal communications skills; telephone and calendaring skills.
- Proficient in MS Word, Excel, and other MS Office applications. Proficient RMS/CAD skills.

Ability to:

- Maintain regular, predictable and reliable attendance during scheduled hours.
- Establish and maintain an accurate, complete, well-organized and confidential record-keeping system.
- Train, supervise, and evaluate personnel. Proactively address employee issues. Work effectively with labor unions.
- Communicate effectively, both orally and in writing; Relate to others in a professional, courteous, and respectful manner.
- Work independently and exercise considerable independent judgment regarding work methods and priorities.
- Compose, type and edit business correspondence; edit technical reports.
- Perform research and write comprehensive reports on administrative matters for internal and external use.
- Analyze administrative issues and develop and implement sound solutions.
- Take, transcribe, check, and proofread complex oral and machine dictation to produce meeting minutes, contracts, ordinances, correspondence, memos, reports, and other documents.
- Utilize word processing and spreadsheet functions to tabulate and sort data, generate reports, newsletters, worksheets, schedules, letters, memos, requisitions, and other items of similar complexity.
- Organize difficult, non-routine administrative and/or clerical work; may assign tasks to other clerical staff and supervise the completion of work. Gather information for reports and transactions, consolidate, and prepare data for review.
- Make appointments/travel arrangements for the Deputy Chief and Chief; update the calendar system as required.
- Establish and maintain effective working relationships with City staff, elected officials, other organizations, and the public.

MINIMUM REQUIREMENTS:

Experience and Education/Training:

- Associate of Arts degree or equivalent college credits in Criminal Justice or Business Management or a related field.
- Three (3) years of directly or very closely related experience, plus two (2) years of supervisory experience, or any equivalent combination of education and experience that provides the applicant with the knowledge, skills, and abilities required to perform the essential functions of the job.

Licenses/Certifications required:

• Possession of or ability to obtain Washington State ACCESS Certification is required.

Preferred Qualifications:

- Experience with the New World public records management and systems strongly preferred.
- Experience working with various criminal justice systems (JIS, SECTOR, ACCESS, IBR, LiveScan)
- Experience working in municipal government.

PHYSICAL REQUIREMENTS / WORKING CONDITIONS:

The City of Mill Creek provides a tobacco-free environment for its employees; smoking/tobacco use is prohibited in City facilities and vehicles.

*See the attached questionnaire for position specific physical requirements and typical working conditions.