



# Town of Moraga Support Services Coordinator

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specification ***may not include all*** duties performed by individuals within a classification. In addition, specifications are intended to outline the ***minimum*** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**Established:**           **June 2015**

## **DEFINITION:**

Under direction, the Support Services Coordinator supervises, assigns, reviews and participates in a variety of responsible support activities for the Department; supervises the maintenance and management of police records, ensuring adherence to policies, procedures, and regulations; performs a wide variety of routine and complex office, clerical, and administrative support tasks and duties, often confidential in nature, in support of the Chief of Police and police management; assists the public by providing information personally or directing information requests according to established procedures; and performs related duties and other work as required.

## **DISTINGUISHING CHARACTERISTICS:**

The Support Services Coordinator recognizes a position that plans, assigns and evaluates the work of subordinates and assumes responsibility for a program area within the Police Department. This classification is distinguished from the Administrative Assistant by the performance of sensitive and confidential duties performed in a law enforcement arena related to records maintenance and release and the provision of administrative support of the Chief of Police.

## **SUPERVISION RECEIVED/EXERCISED:**

This position receives general supervision from the Chief of Police. Incumbents in this class exercise direct supervision over part-time and volunteer staff.

## **ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Plans, prioritizes, assigns, reviews and participates in the work of staff responsible for providing police records management, public counter service, and administrative tasks in support of department activities.
- Participates in the development of policies and procedures; monitors work activities to ensure compliance with established policies and procedures; makes recommendations for changes and improvements to existing standards and procedures.
- Recommends and assists in the implementation of goals and objectives; implements approved policies and procedures.
- Oversees the establishment and maintenance of departmental record-keeping systems in accordance with legal requirements, department policies and accepted standards;

assumes responsibility for the overall security and confidentiality of all department records; ensures that state guidelines are followed regarding the release of police records.

- Serves as Custodian of Records, responsible for overseeing day-to-day operations which involves reviewing, preparing, filing, maintaining, processing, distributing, disposition and destruction of records; monitors changes in laws, regulations, and technology that impact department operations.
- Receives, accepts, processes, responds to, and tracks Public Record Requests and subpoenas.
- Assists the public by providing information personally or directing information requests according to established procedures.
- Prepares Internal Affairs documents and supervises the review of personnel records by department staff.
- Performs a wide variety of sensitive and confidential routine and complex office and administrative support tasks and duties in support of the Chief of Police, police management and overall department activities.
- Serves as administrator for department software and database systems; assigns logins and permissions for department staff; coordinates with Town Information Technology consultant to identify, monitor, and troubleshoot network difficulties; assesses and recommends upgrades.
- Assists with budget preparation and administration; prepares cost estimates for budget recommendations; monitors and controls expenditures.
- Provides support to departmental hiring including the development and posting of job announcements, scheduling of interviews and testing process, coordinating background checks, and maintaining records; conducts on-boarding of new staff.
- Registers, reports, files and tracks sex, narcotic, and arson offenders in accordance with state laws.
- Researches, processes, verifies and disseminates monthly and annual state and county mandated reports.
- Provides support to a variety of outside audits; gathers required information and responds to questions from outside auditor.
- Demonstrates an understanding of applicable policies, procedures, and work methods associated with assigned duties; responds to questions and concerns from the general public regarding a variety of issues; provides information as appropriate; receives visitors and telephone calls, directing them to the appropriate information source; represents the Police Department to all callers and visitors in a professional and customer friendly manner.
- Compiles and maintains records and prepares reports; maintains a variety of files including confidential personnel files; processes invoices for payment for monthly credit card bills and other bills; monitors accounts; process reimbursement forms; monitors expenditures.
- Schedules, processes, and receives fingerprinting and Live Scan results for Town employees.
- Researches and collects a variety of data in support of special projects related to department operations.
- Provides a variety of technical support related to the release of vehicles, searching databases for laboratory results, case dispositions, subpoenas, and warrants, and issuance of routine permits.
- Sorts, files, prepares, maintains, and processes timesheets, personnel forms, purchasing forms, and claim forms; processes personnel action forms for new hires,

retirements, terminations, address changes, and salary changes for submittal to Administrative Services.

- Schedules meetings, training, and appointments; maintains a calendar for meetings and other events; arranges travel to meetings and conferences.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of police records management.
- Establishes positive working relationships with the public, representatives of community organizations, state/local agencies, Town management and staff.

#### **PHYSICAL AND MENTAL STANDARDS NEEDED FOR ESSENTIAL JOB FUNCTIONS:**

**Physical:** Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near and far vision in reading correspondence, statistical data, and using the computer, and acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**Mental:** While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve complex problems; use math and mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions; and interact with other staff, officials and the public.

#### **QUALIFICATIONS:** *(minimal qualifications necessary for entry into the classification)*

Any combination equivalent to experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Education:** Sixty (60) units of college level coursework in criminal justice, public administration or related areas. Two (2) years of additional qualifying experience may be substituted for thirty (30) college units.

**Experience:** Four (4) years of increasingly responsible office support or technical experience in a law enforcement setting.

#### **License/Certificate:**

- Possession of, or ability to obtain, a valid Class C California driver's license and a satisfactory driving record are conditions of initial and continued employment.
- Successful completion of a POST Public Records Act training is required within six months of employment.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### **Knowledge of:**

- Operations, services and activities of a law enforcement records management program.
- Law enforcement records management principles, procedures, and techniques including police records retention and disposition principles and practices.
- Principles of supervision, training and performance evaluation.
- Basic laws, regulations and guidelines related to the confidentiality of issues and the release of information from law enforcement records.
- Principles and practices of budget preparation and monitoring.
- Modern office, administrative, and clerical policies and procedures.
- General law enforcement policies and procedures.
- Chain of command.
- Basic principles of mathematics.
- Applicable federal, state, and local laws, codes, and regulations.
- Methods and techniques of scheduling work assignments.
- Modern office procedures, practices, methods, and equipment, including a computer and applicable software including Criminal Justice Information System and National Crime Information Center computer systems.
- Methods and techniques for record keeping and report preparation and writing.
- Proper English, spelling, and grammar.
- Occupational hazards and standard safety practices.

### **Skill to:**

- Operate standard office equipment, including a computer and variety of word processing and software applications.

### **Ability to:**

- Organize, implement and direct the work of staff responsible for a variety of specialized clerical work in support of the Police Department.
- Participate in selecting, training and evaluating assigned staff.
- Assist in the development and monitoring of an assigned budget .
- Interpret, apply and explain applicable federal, state and local policies, procedures, laws, codes, and regulations including police records retention and dissemination policies and procedures; interpret and apply administrative policies and procedures .
- Operate specialized public safety computer systems and applications including the Criminal Justice Information System (CJIS), the National Crime Information Center (NCIC) computer systems, and the California Law Enforcement Telecommunications System (CLETS).
- Provide complex support to the Chief of Police and police management.
- Read, understand, and review documents for accuracy and relevant information.
- Use applicable office terminology, forms, documents, and procedures in the course of the work.
- Maintain complex office and confidential police records, criminal records and personnel files.
- Meet critical deadlines.
- Deal successfully with the public, in person, and over the telephone.
- Courteously respond to community issues, concerns, and needs.
- Perform mathematical calculations quickly and accurately.

- Transcribe interview/ interrogation tapes for use in court.
- Interpret, explain, and apply applicable laws, codes, and regulations.
- Read, interpret, and record data accurately.
- Organize, prioritize, and follow-up on work assignments.
- Work independently and as part of a team.
- Make sound decisions within established guidelines.
- Analyze a complex issue and develop and implement an appropriate response.
- Follow written and oral directions.
- Observe safety principles and work in a safe manner.
- Maintain confidentiality of a wide range of sensitive information.
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships

***\*The employer will make reasonable accommodation in compliance with the Americans with Disabilities Act of 1990.***