



# SERVICES SUPERVISOR

## JOB DESCRIPTION

<b>Department:</b> Police	<b>Division:</b> Services
<b>Work Location:</b> City Building	<b>Percent Time:</b> 100%
<b>Job Type:</b> Civil Service	<b>FLSA Status:</b> Exempt
<b>Reports To:</b> Services Division Lieutenant	<b>Union:</b> Non-union

## **JOB SUMMARY**

The Services Supervisor is responsible for providing oversight and management of the day-to-day operations and administration of the Services Division of the Urbana Police Department. In this non-sworn position, the Services Supervisor plans, organizes, coordinates and supervises the activities of staff who work closely with the public and whose interactions cover a broad array of administrative police services. Responsible for performing a variety of complex administrative, supervisory and project management duties to ensure the quality, accuracy, and timely reporting of police records.

Supervises the records management system; develops and recommends record keeping procedures to include both paper and electronic data entry, storage and retrieval; supervises Police Services Representatives and other supplementary employees; processes expungement and Freedom of Information Act requests; supplements the Police Services Representatives (PSRs) in their duties.

## **ESSENTIAL FUNCTIONS**

Supervisory responsibilities:

- Supervises the Services Division: provides leadership and guidance to PSRs and expungement staff to ensure compliance with established policies and procedures; oversees work procedures and methods; assigns work activities, projects and programs, performs or assists with the most complex, difficult or sensitive issues; meet with staff regularly to identify and resolve problems. Plans and organizes staff workloads and assignments; trains, coaches, motivates and evaluates assigned staff; reviews work and provides direction and guidance as needed.
- Determines overall work processes and performance standards; provides budgetary oversight for the Services Division and general coordination of work that involves police recordkeeping and disclosure.

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- Coordinates the organization, staffing, and operational responsibilities for the Records section; develops staffing schedules for assigned personnel; processes time-off requests in accordance with departmental procedures. Additional tasks requiring assistance within the division depending on staffing levels may include, but are not limited to, assisting the public at the front counter, processing payments, data entry, and records purging.
- Attends regular Police Services Representative meetings to provide direction on records issues.
- Performs evaluative and hiring functions for Police Services Representatives. Involved as a part of the hiring interview team.
- Develops, implements, and updates procedure and training manuals for assigned personnel.
- Identifies training needs related to assigned area of responsibility; prepares training materials; provides training to staff regarding various topics related to Records section programs and procedures.

#### Records and Information Management responsibilities:

- Supervises the records management system which includes the following: liaison with METCAD personnel on records and computer aided dispatch issues; liaison with Information Management Division on computer records issues; establish and maintain data entry standards and procedures; develops and recommend changes to records keeping procedures; establishes and maintains an audit system for all records functions.
- Directs and coordinates record sealing and purging of documents
- Oversees compliance and standards for departmental record-keeping systems; provides training and reporting for applicable systems; ensures all staff follow security requirements and use the systems appropriately.
- Serves as the department's administrator for the Illinois Law Enforcement Assistance Data Systems (LEADS), to include but not limited to supervision for sex offender and murderer/violent offender against youth registration, and monitors LEADS expiration for City employees. Acts as the point of contact for all matters pertaining to LEADS and National Crime Information Center (NCIC) information, monitors Criminal Justice Information Services (CJIS) security and audits, and enters user information and coordinate training,
- Establishes and supervises the records archiving function. This includes developing archived records management procedures; establishing microfilm preparation procedures and supervising maintenance of the microfilmed reports; destroying old records when necessary in accordance with established rules and guidelines.
- Monitors and supervises the records liaison function with required agencies, to include Illinois State Police Uniform Crime Reporting, LEADS, NCIC, the Department of Transportation Local Accident Reporting System, and others as needed.

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- Coordinate periodic audits of records information and procedures, including Department of Justice and NCIC audits.
- Administrative responsibilities:
- Maintains all forms used by the department (e.g., tickets, accidents, etc.).
- Interacts with coworkers at all levels in the organization in a collaborative and customer-service oriented manner.
- Monitors status and makes maintenance calls of office equipment when necessary.
- Supervises the payroll function for assigned employees.
- Provides monthly data and other reports to agencies upon request or arrangement by the Department.
- Establishes and supervises supplementary clerical functions, such as responding to requests for copies of crime report from insurance companies and others;, completing expungement orders from the Court and according to Illinois Law. May assist with FOIA responses.
- Conducts and supervises administrative background screenings for requesting agencies in accordance with established laws and regulations.
- Acts as back up for purchasing and bill paying.
- Provides cash management at the front desk area.
- Researches and implements special projects as assigned.
- Supplements the Police Services Representative function by performing as a Police Services Representative in an absence or as circumstances require. This requires the knowledge and abilities outlined in Police Services Representative job description.
- May occasionally be required to pick up supplies and/or attend meetings on behalf of the City.
- Other duties as assigned.

## **JOB REQUIREMENTS**

### **Education & 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:*

- Knowledge and skills typically acquired through completion of high school, GED or equivalent and an associate's degree (or 60 equivalent hours) in business or a related field
- At least two (2) years of progressively responsible and related experience in office or records management. Four (4) years of related supervisory or records management experience can be substituted for an associate's degree.

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#### **Knowledge of**

- Business English, spelling and basic arithmetic.
- Knowledge of modern office procedures, practices, and equipment.

#### **Skills**

- Excellent written and verbal communication skills
- Demonstrated organizational and time management skills
- Interpreting, applying and explaining rules, regulation, policies and procedures.
- Developing, implementing and revising policies and procedures.

#### **Ability to**

- Design and maintain automated and manual filing systems.
- Use computer programs and word processing systems.
- Train and supervise subordinate clerical workers in office procedures.
- Train and supervise civilian employees.
- Work productively and calmly under stress and in possible emergency situations
- Accurately type at a rate sufficient to perform assigned duties.
- Interpret State laws and municipal ordinances.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work;
- Maintain concern for security and attention to detail in processing citizen and police officer contacts
- Prioritize requests from the public and staff
- Uphold the highest standards of competency, professionalism, and integrity in all work, demeanor, and in communication with others
- Ability to supervise, coach and train personnel.
- Communicate effectively verbally and in writing.
- Establish and maintain effective working relationships with supervisors, employees and others.
- Work independently and with minimal supervision
- Attend and participate in professional group meetings; stay current with trends and innovations in the field of records management; monitor legal and procedural developments related to law enforcement records. Work with highly confidential and sensitive information

#### **Licenses, Certifications and Memberships Required**

- Must obtain certifications as LEADS user and telecommunicator within one (1) year of hire.

#### **Preferred Attributes**

- Knowledge of municipal law enforcement records dissemination and public disclosure laws.

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- Knowledge of police department organization, operations and administrative processes and procedures.
- Knowledge of local, state, and federal public safety record-keeping regulations and requirements.
- At least one (1) year of relevant supervisory experience.
- Experience working in a unionized environment

**Special Requirements**

- Must possess a valid Illinois driver's license and have the ability to operate a motor vehicle. May need to attend some off-site meetings and travel to off-site storage.
- Must be able to obtain designation as an Illinois Notary Public.

**Security Level:**

- Level CJIS: essential functions require unescorted access to unencrypted criminal justice information. Upon a conditional offer of employment, the selected candidate must demonstrate the ability to meet the essential functions associated with this security level, in accordance with federal requirements.

**Physical Demands and Working Conditions**

- Ability to see in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress. Ability to hear in the normal audio range with or without correction.

**Supervision received**

- Works under general direction from the Services Division Lieutenant: receives guidance in terms of broad goals and overall objectives and is responsible for establishing the methods to attain them. May formulate policy for the assigned area of responsibility but does not necessarily have final authority for approving policy.

**Level and complexity of supervision exercised**

- Provides general supervision to the assigned work group. Responsible for planning and organizing staff workloads and assignments; trains, coaches, motivates and evaluates assigned staff; reviews work and provides direction and guidance as needed. Provides performance feedback and evaluations. Recommends and administers discipline.

**Class Specification History**

- General revision: June 30, 2021
- General revision: April 1996

*For HR/Finance Use*

<b>Title Code</b>	<b>Pay Grade</b> 339
<b>EEO Category</b> 2 – Professional	