



## JOB DESCRIPTION

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**TITLE:** Support Services Supervisor  
**DEPARTMENT:** Police  
**GRADE:** 14  
**FLSA:** Non-exempt  
**EEO DESIGNATION:** Administrative Support  
**REVISION DATE:** 01/08/2021

### **DEFINITION:**

Oversees the day to day functions of the Support Services Division. Performs a variety of senior level complex clerical duties designed to expedite the administrative processes and procedures related to documenting, maintaining and controlling police records, case files, statistics and information.

### **SUPERVISION RECEIVED:**

Works under the general supervision of a Lieutenant.

### **SUPERVISION EXERCISED:**

Assigns and oversees the work of the Support Services Clerks.

### **ESSENTIAL FUNCTIONS:**

- Supervises the work of the Support Services Clerks and may assign and oversee the work of various part-time police staff.
- Conducts annual evaluations of Support Services Clerks and some part-time police staff.
- Trains Support Services Clerks, Crime Prevention Specialists, and Officers on use of NIBRS, NCIC, FATPOT and general office procedures.
- Processes all Police Department GRAMA requests.
- Functions as Terminal Agency Coordinator (TAC) and is responsible for the agency's use of the UCJIS files, necessary security, operating personnel, training and testing for access to UCJIS. Serves as point of contact for record validations, quality control, dissemination of manual publications and training materials, security, user access, training, testing audits, and any other matters concerning the UCJIS that may arise.



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- Enters and maintains accurate, comprehensive, and up-to-date reports such as incidents, complaints, offenses, etc.; maintains property and criminal history index files; enters report narrative, and involvements, (names, vehicle information, property information, etc.); maintains and updates dispositions on each case and enters changes into computer information base.
- Performs police related customer service to the general public (such as finger printing and sex offender registry); receives and directs customers, in person and via phone and email.
- Records traffic and misdemeanor citations, types vehicle impound notices, traffic accident reports and in-house incident base reports; updates, maintains, processes and submits uniform crime reports (UCR's & NIBR's) to the Utah Bureau of Criminal Identification; locates police reports and make copies for the officers, public, and attorneys, updates stolen property for National Crime Information Center (NCIC).
- Performs various records tracking activities as needed to obtain driver's license information, vehicle registration, Utah Criminal History, NCIC (Interstate Identification Index), Bureau of Criminal Identification (BCI), out-of-state vehicle registration, driver's license information, NCIC wanted persons, stolen autos, and property checks.
- Enters juvenile and adult arrest and citation information; identifies nature of crimes by established categories and classifications; monitors files to assure proper UCR reporting.
- Assures the proper delivery of documents at various stages of the legal system process; expedites delivery as needed, including internal departmental dissemination; prepares report and citation files for court appearances; distributes court notices to police personnel, receives verification of notice and files appropriate records.
- Performs computer entry of all non-arrest and non-citation reports submitted by officers, such as thefts, malicious injuries, runaways, impounds, missing persons, harassing phone calls, accidents, etc.
- Checks and updates records; monitors in-house computer; generates statistical summaries for calls and services for staff and other agencies; searches and produces insurance information.
- Performs general office typing as needed to complete forms, memos, letters, schedules, applications and correspondence; maintains archive of numeric and alphabetical files; makes copies, assists the public, responds to telephone calls and distributes calls to appropriate office or individual.
- Serves as a back up to the Evidence Technician.
- Performs other related duties as required.



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### **MINIMUM QUALIFICATIONS:**

#### **Education and Experience:**

Graduation from high school with course work in general office practices and secretarial duties; and a minimum of five years of progressively responsible experience related to the above responsibilities; or an equivalent combination of education and experience.

Must demonstrate proficiency in all public safety record keeping systems. Must have completed training on FATPOT RMS, BCI and NIBRS.

Must be certified by UCJIS and designated as the Terminal Agency Coordinator (TAC). Must be licensed as a Utah Notary Public.

#### **Knowledge, Skills and Abilities:**

Working knowledge of state criminal codes and penalties associated with various offenses; police records management requirements; UCR codes; proper grammar, spelling, and punctuation; standard office practices and procedures related to records filing and office maintenance; interpersonal communication skills, modern filing systems related to alphabetical and numeric files; telephone systems; telephone etiquette; operation of a variety of types of standard office machines including computer terminal, fax machine, copy machine, etc.

Skill in word processing, typing 50 wpm.

Ability to exercise initiative, independent judgment and to act resourcefully under varying conditions; maintain strict confidentiality related to sensitive administrative and legal information; develop effective working relationships with supervisors, fellow employees, and the public; communicate effectively verbally and in writing; work under time pressures and work deadlines; work in an environment requiring continuous sitting; ability to follow routine verbal or written instructions.

### **WORKING CONDITIONS:**



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Great mental effort is required daily; moderate mental pressure and fatigue exist during a normal workday due to constant exposure to deadlines. Must be able to work in an office environment; sustained posture in a seated position for prolonged periods of time and continual keyboard use. Must be able to effectively use the telephone, dexterity for use of office equipment typical to an office setting.

*The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.*