READY FOR THE CHALLENGE?

SERVICES SUPERVISOR / PROJECT MANAGER

CLOSING DATE: UNTIL FILLED

Police Department
1 Civic Center Drive
Scotts Valley, CA 95066

The City Of Scotts Valley is an Affirmative Action/Equal Opportunity Employer.
Women, minorities and persons with disabilities are encouraged to apply.

SERVICES SUPERVISOR / PROJECT MANAGER

SALARY: $5,393 per month or salary step dependent upon experience (Top Step $7,227)

POSITION: Full-Time, Permanent, 12 months per year

SCHEDULE: Primarily works Monday through Friday, 8:00 AM - 5:00 PM with one hour for lunch between 12 noon and 1:00 PM. However, may be required to work night shifts, extended shifts, rotating shifts and holidays if staffing requires; compensated at time and a half.

STARTING DATE: As soon as possible upon completion of the search process.

JOB PURPOSE:

Under direct supervision of the Commander of the Support/Special Services Division, to provide office management for the Services Division of the Police Department (including police records and statistics, property and evidence, and computer system administration); to serve as official custodian of Police Department records; to supervise dispatcher/clerks; serve as City liaison with outside information technology firms; manage the City's computer network system; assist City departments with information technology needs; manage projects for the Police Department; and perform other job related duties as assigned.

In addition to the above listed duties, the Services Supervisor shall schedule all dispatch personnel; supervise and evaluate performance of dispatchers; maintain and administer the Dispatcher Training Program and its related record keeping; coordinate all the work of the Police Volunteers; be responsible for all incoming monies, parking fines and warrant trust account and dispatch petty cash accounts; maintain the Master Forms File, documenting and numbering all forms utilized by all divisions; maintain and supervise departmental records, warrants, correspondence, and various administrative files for the Services Division; monitor state and local statistical reports prepared by EDC-III's for the department; conduct Services Division employment testing and interviewing for employment; maintain and update the Services Division Manual; receive and acts upon all subpoenas for release of police records; perform dispatch duties during personnel shortages and meal breaks; monitor the registration processing of all local drug and sex offenders in compliance with state law; close and clear cases per department policy; operate office equipment as required to perform duties of the position, including but not limited to radio, tape recorder, teletype, transcriber, calculator, photocopier, typewriter and computer and monitors the ordering of all departmental forms.

DISTINGUISHING CHARACTERISTICS:

This non-sworn position is a full time supervisory position of Services Supervisor / Project Manager. Incumbents will be assigned to day shift with holidays off, but may be required to assume other shifts when assigned; and are expected to be able to perform the full range of duties required of the class. This class is distinguished from the lower classes of EDC-I, EDC-II, and EDC-III by higher rank and supervisory duties required. It is also distinguished from the higher class of Commander of Support/Special Services (Lieutenant/Captain) by the absence of sworn peace officer duties and administrative responsibilities.

EMPLOYMENT QUALIFICATIONS (MINIMUM REQUIREMENTS):
Proof at time of application that candidate will be at least 18 years of age at time of employment. High School diploma or GED/equivalent; Associates of Arts Degree or equivalent preferred. Considerable law enforcement records and/ or communications experience, including at least three years in a responsible position, with one year of experience in a lead or supervisory capacity with a law enforcement agency is preferred. Possession of a valid California motor vehicle operator's license (Class C/Class 3).

Accurate typing/keyboard skill of 50 words per minute. Transcribe from dictaphone accurately at a reasonable rate of speed.

Must be a citizen of the United States or a permanent resident alien who has applied for citizenship one year prior to application for employment, in accordance with Section 1031.5 of the Government Code. Must reside within a 60 minute drive to 1 Civic Center Drive, Scotts Valley, CA or be willing to relocate within a time limit as set by the Chief of Police of Scotts Valley.

KNOWLEDGE OF:
Dispatch job requirements; Computer Aided Dispatch (CAD), laws affecting the operation of police radios, CLETS, NLETS and NCIC, Public Records Act, Uniform Crime Reporting, archive and records retention laws; principles of supervision; training performance evaluations; office management methods and practices; alpha numeric, data, correspondence, and address filing and retrieval systems; telephone techniques, business forms, letters and report writing; proofreading; standard office equipment; proper English grammar, spelling and punctuation.

Information Technology requirements: knowledge of operations of a complex networked computing environment including web servers, databases, internet connectivity, wide area and local area network technologies; computer operating systems; business systems applications, office automation software; design, integration, testing, implementation, documentation, monitoring and evaluation of automated systems; project planning and management techniques; customer support management; budgeting procedures, implementation and monitoring; firewall and router administration; administration of remote access utilities; vendor management and bid processes; extensive knowledge of police records systems to include Computer Aided Dispatch, Records Management, Property & Evidence, and Mobile Data computing connectivity, software and maintenance; knowledge of laws affecting the operation and management of the Department of Justice direct CLETS connection.

ABILITY TO:
Understand, interpret and apply modern police communications procedures including the Enhanced 9-1-1 System, and local, county, state and federal automated information systems; hear, understand, recall and accurately relay verbal communications and instructions received in person, over radio waves or via telephone; read and understand written instructions, City Personnel Rules and Regulations, local, state and federal laws, Police Department General Orders Manual, department rules, regulations and procedures; learn and efficiently execute extensive word processing tasks.

Supervise and delegate work to others; communicate courteously and effectively with the public and other staff; acquire knowledge quickly about City functions, policies and staff; compose correspondence when necessary; use good judgment and tact; reason and learn new techniques and equipment such as computer hardware and software; make mathematical calculations at a high school level; follow oral and written instructions; plan and organize own work and work space and schedule the work of others; take direction from several supervisors; synchronize telephone, work load and public contacts; remain calm under pressure; work independently with a minimum of supervision; operate equipment required for performance of duties; insure confidentiality when required; account for money accurately and with integrity; and compose clear, concise instructional material.

POSITION DESCRIPTION (ESSENTIAL JOB FUNCTIONS):
The Services Supervisor may be required to perform any one/or combination of the following duties and tasks:

I. PHYSICAL PERFORMANCE DUTIES:
Involves working in a small, two position Dispatch Center/Records Division located within the Police facility and housing all communications and records equipment and files for the Scotts Valley Police Department. Incumbents are assigned to work in a high pressure environment; primarily working day shift, but may be required to work night shifts, extended shifts, rotating shifts and holidays. Involves moving quickly among the communications console, the public counter, filing cabinets, and office machinery. Involves operating a computer/keyboard for long periods of time.

II. DISPATCH DUTIES:

A. General Dispatch Duties - Examples: Receive information via telephone, in person or over radio waves; listen carefully, and, following department policy and procedure, extract pertinent facts, offer calm assurance to distraught, excited or angry callers; then relay those pertinent facts accurately, as quickly as possible, for appropriate action. Speak clearly in a calm or in an assertive, commanding voice, as appropriate. Observe and accurately recall names, faces, numbers, incidents and places. Observe and recognize unusual or dangerous situations or events. Take direction from several supervisors. Quickly learn and retain knowledge of locations of roads, streets, business and industrial plants and public buildings within the community.

B. Reading - Read statutes, reports, memos, training material, etc. Examples: Read and understand written laws and department rules, regulations and procedures.

C. Decision Making - Involves analysis, evaluation and inquiry in order to make proper determinations (e.g., evaluating of emergency, extracting appropriate information from caller quickly in order to dispatch appropriate assistance in the briefest possible amount of time).

D. Review and Recall of Information - Involves review and study of information for later recall such as wanted persons and vehicles. Examples - Review calls for service, bulletins, etc. to assist officers in monitoring criminal activity on patrol during dispatch shift.

E. Enhanced 9-1-1 Dispatching - Involves answering 9-1-1 calls in Primary Public Safety Answering Point; screening and disbursing calls as appropriate; maintaining mental and physical acuity, thinking clearly and acting quickly during stressful emergencies.

F. Emergency and Non-Emergency Police Dispatching - Involves receiving, screening and dispatching of police emergency and non-emergency calls and complaints; judging situations and people accurately; carrying out appropriate actions within the scope of the duties of this position; diffusing potentially violent situations over the telephone; being flexible in dealing with people and events; controlling one's temper even under considerable provocation; reacting quickly, calmly and with mature resourcefulness in emergency situations; exercising interpersonal sensitivity with all types of people in varying situations; making computer inquiries and entries of local, county, state and national automated information systems; maintaining appropriate records for documenting calls for service,

officer patrol activity, etc.; and responding to telephone and personal inquiries for general information within the scope of this position. Involves balancing of duties among E9-1-1 dispatching, police dispatching; on occasion going into the field to assist at command post in major incidents, to coordinate communications, and do note taking, records keeping, dispatching, telephone contacts, etc.; public counter, business telephone, and the various computer systems utilized; and additional related duties as assigned.
(Note: Dispatching in the field requires the ability to operate a city vehicle.)

G. Miscellaneous Duties for Services Supervisor Information Technology and Project Manager Position - Involves fingerprinting citizens as requested for permits, licenses, etc., and fingerprinting persons suspected of crimes.

III. TRAINING OF EMERGENCY DISPATCHER/CLERKS:

Incumbent will be responsible for maintaining the training program for communications operators for the Department; scheduling training classes and maintaining individual and corporate training records for this division.

IV. VOLUNTEER PROGRAM:

Incumbent will be responsible for assisting in the coordination and monitoring of all work assigned to volunteer workers within the Support/Special Services Division.

V. CLERICAL DUTIES:

Involves providing support to the commander in charge of the Support/Special Services Division including, but not limited to, note taking at meetings, transcribing tape recordings, word processing, letter composition, miscellaneous record keeping; and other related duties.

A. Police Records Maintenance - Involves a variety of duties connected with police records including, but not limited to computer data entry of police reports and other documents; maintenance of department logs, photocopying/scanning documents, making inquiries and entries into local, county, state and national computer networks; making mathematical calculations at a high school level; maintaining confidentiality of sensitive information in accordance with the law; operate typewriter or computer keyboard accurately at the rate of 45 words per minute (minimum speed); maintenance of manual and electronic filing systems.

B. Other Clerical Duties - Involves computer word processing and typing of miscellaneous correspondence, memos, manuals, forms and other documents; and other clerical duties as assigned.

C. Office/Electronic and Radio Equipment - Involves the operation of office equipment including; typewriter, photocopier, computer, computer printers, scanner, recording equipment, fax machine, the communication's radio console, two-way hand held radio and telephone system.

D. Miscellaneous Duties for Emergency Dispatcher/Clerk I position - Involves fingerprinting citizens as requested for permits, licenses, etc., and fingerprinting persons suspected of crimes, and occasional body searches of prisoner(s) of the same gender. Act as court liaison in regards to direct and electronic filing of criminal cases and court mail distribution. (NOTE: Acting as court liaison requires ability to operate a city vehicle.)

VI. SUPERVISORY DUTIES:

1. Directs and supervises subordinate personnel; reviews work and prepares evaluations.

2. Enforces department discipline and policies.

3. Supervises the training of new dispatch/records personnel and conducts written performance evaluations.

4. Receives and investigates complaints regarding dispatch/records personnel received from telephone calls, public interviews and/or radio messages.

5. Appears in court as the Department's Custodian of Records.

6. Maintains contact with other Law Enforcement Agency professionals and attends meetings on behalf of the agency.

7. Assigns specific records and dispatch tasks to Services Division personnel.

8. Prepares memorandums, activities and reports for the Services Division.

9. Assists the commander of the Support/Special Services Division in developing annual budget proposals for the division, and assists in monitoring resources and expenditures throughout the year.

10. Prepares dispatch/records personnel's work schedules.

11. Approves subordinate employee time cards and vacations schedules.

12. Maintains associations in professional organizations.

13. Supervises the activities of the Services Division including property and evidence and records management.

14. Attends supervisory staff meetings.

VII. Information Technology Duties:

1. Plans, organizes, coordinates, and manages information technology for the City.

2. Evaluates complex information technology issues and problems; develops and implements strategies and approaches.

3. Serve as coordinator for all City departments as it relates to information technology applications and purchases.

VIII. Project Manager Duties:

1. Plans, organizes, and manages projects in the Police Department, including projects not related to information technology.

Excellent benefits package which includes:

- Retirement: PERS Retirement System (2% at 62) paid by the City of Scotts Valley with single highest year. Lateral applicants dependent on current PERS formula.
- Health Insurance: Medical / prescription; premiums paid by the City up to PERS Choice premium amount. Dental / vision premiums paid by the City of Scotts Valley.
- Life insurance: $50,000 Life; $50,000 Accidental Death & Dismemberment.
- Uniform allowance: Fully provided by the City of Scotts Valley, including cleaning.
- Vacation: Full-time employees are eligible for 80 hours of vacation per year up to 5 years of service; 120 hours from 5 to 10 years of service; 160 hours for 10 to 15 years of service; 168 hours for 15 or more years of service.
- Holidays: Full-time employees are required to work holidays; however, are compensated at a rate of 4 additional straight time hours when a holiday falls on their 12 hour working shift.
- Sick leave: Unlimited sick leave accumulation at ninety-six hours per year. The City has a sick leave buy-back incentive program.
- Pre-tax deductions: The Medical Reimbursement Account allows employees to make pre-tax deductions for allowable medical expenses not covered by the medical plan. The Dependent Care Assistance Program allows employees to make pre-tax deductions for child care.
- Bilingual pay: The City shall provide a monthly allowance of $150 for bilingual speaking skills, upon the recommendation of the Chief of Police.
- Education incentive: Personnel are eligible for the following monthly education incentive compensation: AA/AS: $150; BA/BS: $250; MA: $300.
- Other benefits include: Access to credit union, tuition reimbursement for job-related courses approved by the Chief of Police, employee membership in PORAC Union Representation, direct payroll deposit, deferred compensation plan, and retiree medical benefit.

APPOINTMENT:

Any candidate selected by the appointing department must pass a pre-employment medical, psychological, and polygraph exam administered by City-selected personnel before hire. Candidates must be fingerprinted and take a loyalty oath at the time of hire. Appointments to regular positions are subject to a 12 month probationary period which is considered a part of the selection process. Probationary employees may be terminated without recourse during this period.

APPLICATION AND SELECTION PROCESS:

Applicants are required to complete a City Employment Application Form located on the police department's website at www.scottsvalleypd.com. Submit the completed application electronically via email to the Police Department's Administrative Secretary at clocke@scottsvalley.org. Applicants can also mail or drop off the application to the Scotts Valley Police Department, 1 Civic Center Drive, Scotts Valley, CA 95066.

Hearing-impaired individuals can access the Department's TDD machine by calling (831) 440-5670. Applicants needing special accommodations for testing should submit a request to Personnel at the time of application. After reading this announcement, if you have further questions, call (831) 440-5549.

Applicants are also required to prepare and submit a detailed resumé to include their education background, job experience and any additional training relating to the field of law enforcement, business and/or technology.

Applicants must also submit a typing certificate of 50 WPM or more with the city application form.

CANDIDATE PROCESS:

All candidates selected from the application process will be invited to attend an Oral Board Panel at the City of Scotts Valley Police Department, 1 Civic Center Drive, Scotts Valley . The Oral Board Panel will consist of job-related questions designed to measure an applicant's judgment and knowledge, oral communication skills and interpersonal skills.

An intensive background investigation will be conducted on each final candidate in accordance with the Peace Officer Standards and Training Commission Peace Officer Background Investigations Guidelines.

Candidates will also be required to successfully pass a psychological exam given by a City selected psychologist and a medical exam by a City selected physician. In addition to the qualifications noted above, suitability for employment will also be based on the following job dimensions: problem-solving ability, learning ability, observation skills, willingness to confront problems, interest in people, interpersonal sensitivity, desire for self-improvement, dependability, integrity, credibility, communication skills and judgment under pressure.

PRE-EMPLOYMENT POLICY REGARDING ILLEGAL USE OR POSSESSION OF DRUGS

Note: For the purposes of this policy, an adult is defined as someone 18 years of age or older.

A. The following types of illegal drug use or possession will be considered **automatic disqualifiers** in the pre-employment selection process for emergency dispatch personnel, with no exceptions.

1. Any adult use or possession of a drug classified as a hallucinogenic within seven (7) years prior to application for employment.

2. Any adult use or possession of marijuana within two (2) years prior to application for employment.

3. Any other illegal adult use or possession of a drug not mentioned above, (including cocaine) within three (3) years prior to application for employment.

4. Any illegal adult use or possession of a drug while employed in the capacity of a police officer, licensed security officer, military police, or as a student enrolled in college accredited courses of/or related to the criminal justice field.

5. Any adult manufacture or cultivation of a drug.

6. **Failure to divulge to the Police Department during the background investigation any information about personal illegal use or possession of drugs.**

B. The disqualification of an emergency dispatcher candidate for the following types of illegal drug use or possession will be considered in relationship to the overall background of that individual:

1. Any illegal juvenile use or possession of a drug.

2. Any illegal adult use or possession of a drug that does not meet the criteria of the automatic disqualifiers specified above; e.g., marijuana use longer than two (2) years ago or cocaine use longer than three (3) years ago.