



VILLAGE OF HOFFMAN ESTATES

JOB DESCRIPTION

Staff Services Supervisor

EFFECTIVE DATE: September 27, 2021

DEPARTMENT: Police	WORK LOCATION: Police Station	FLSA STATUS: Exempt
CLASS CODE: 7380	RANGE: 17	PENSION: IMRF
		UNION: NU
REPORTS TO: Assistant Chief – Operations Bureau	LEVEL OF SUPERVISION RECEIVED: Immediate supervision from the Assistant Chief of the Operations Bureau	LICENSE/CERTIFICATES: LEADS Certification, Valid Illinois Class D Driver’s License

SUMMARY:

Performs a variety of routine and complex supervisory and administrative work in statistical record keeping, data entry, developing and maintaining computerized spreadsheets and databases, bookkeeping, preparing budget, calls for service, filing, data entry, typing, answering phones, receiving the public, and assisting in the administration of the standard operating policies and procedures of the Department.

Supervises the safe and efficient operation of the Police Department’s Front Desk and Records section. The Front Desk is a non-emergency communication center that operates and is staffed 24 hours a day, seven days a week, 365 days a year by civilian and/or sworn personnel.

Responds to and interacts with residents, employees, and/or others within and outside the organization in a courteous, professional, and effective manner.

JOB NO.	ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES	FREQUENCY
1.	Supervises assigned personnel to achieve goals and work assignments in receiving and recording police reports and Front Desk operations. Plans and organizes workloads and personnel assignments; trains, motivates and evaluates assigned personnel; reviews progress and directs changes as needed; examines work for accuracy, legibility, and conformance to policies and procedures.	Daily 90%

2.	Maintains Police Record Management System by creating and updating lists, codes and tables to facilitate record keeping and data entry. Serves as the Department's LEADS, RMS and CAD Manager. Interacts with other RMS and CAD Managers, the Illinois Criminal Justice Authority, the Illinois State Police and Northwest Central Dispatch System. Approval of F.O.I.A requests. Fulfills both expungement orders and video request subpoenas.	Daily 25%
3.	Interacts with Village employees and the public as a representative of the Police Department; answers in-coming calls and routes callers or provides information on citizen inquiries concerning reports and records, as required; refers questions of policy and administration to the appropriate person.	Daily 25%
4.	Performs cost control activities; prepares the annual budget for the Records and Front Desk Sections; assures effective and efficient use of budgeted funds, personnel, materials, facilities and time.	Weekly 25%
5.	Manages the collection of fees and bond payments either by cash or credit card and ensures proper money handling and accurate transaction reconciliation.	Daily 5%
5.	Creates, generates, and distributes annual and special reports based on Records Section data, as requested. Coordinates and files the monthly Uniform Crime Reports statistics with the State of Illinois.	Monthly 25%
6.	Types records, reports, forms, correspondence, folders, follow-up letters, and similar material.	Daily 25%
7.	Prepares annual performance evaluations on all assigned person. Investigates complaints on assigned personnel and recommends discipline when appropriate.	Monthly 10%
8.	Plans and schedules shift hours and work assignments for all three shifts of Front Desk ASO's. Posts and monitors hireback requests for Front Desk operations when needed. Provides coverage when needed.	Daily 25%
9.	Operates and properly maintains all tools and equipment needed to perform the essential job functions and responsibilities listed above while adhering to all safety rules and practices.	Daily 90%

JOB NO.	OTHER RELATED DUTIES
1.	Provides backup to subordinate positions.
2.	Maintains copier, keeps service records and calls for repairs when necessary.
3.	Serves as a member of various employee committees.
4.	Follows Village-wide and departmental safety rules and practices.
5.	Performs other duties, tasks, and responsibilities as assigned.

SUPERVISORY RESPONSIBILITIES: (*Select one – required*)

None required

Supervisory responsibilities are required to be carried out in accordance with the organization's policies and applicable laws.

- Provides immediate supervision to the Records Section staff and Front Desk ASO personnel.

EDUCATION, EXPERIENCE AND COMPUTER SKILLS:

The designated education and experience levels best describe the minimum requirement needed to fulfill the essential job functions. However, any combination of equivalent education or experience may be considered.

Education Level (Select one - required)

- High school education with vocational training
- High school diploma or general education degree (GED)
- Two or more years of college coursework in related field
- Associate's degree (A.A.) from two-year college or technical school
- Bachelor's degree (B.A.) from four-year college or university
- Master's degree (M.A.)
- Doctoral degree (Ph.D)

Degree or coursework should be in...

Experience Level (Select one - required)

- No prior experience or training required
- Six months to one year related experience
- One to two years related experience
- Two to four years related experience
- Four to ten years related experience

Additional Experience (Select as appropriate)

- Experience in supervisory capacity...
- Experience in management capacity...
- Must meet the requirements as set by the Fire & Police Commission

***3 years preferred in a Law Enforcement
Records/Telecommunications Supervisory capacity***

Computer Skills (Select as appropriate)

- Entry and processing of data
- Word Processing data
- Spreadsheet software
- Database software
- Specialized applications:

L.E.A.D.S.; RMS.; C.A.D.

COMMUNICATION SKILLS:

English Language/Communication Skills (Select one)

- Basic skills Ability to read, comprehend, listen to and follow basic verbal or written instructions and provide appropriate feedback. Ability to read, comprehend and/or create routine correspondence and memos using proper spelling, grammar, punctuation and sentence structure. Ability to effectively convey information one-on-one or to small groups of employees or customers.
- Intermediate skills Ability to read, comprehend, listen to and follow complex verbal or written instructions from multiple sources. Ability to provide appropriate feedback by asking probing questions and/or suggesting alternative approaches. Ability to read, comprehend, create and explain to others complex correspondence, reports and/or manuals. Ability to convey procedures and policies one-on-one or in groups to employees or customers.
- Advanced skills Ability to read or interpret all types of documents including safety rules and regulations, and procedure manuals. Ability to create and edit reports and correspondence from varied source material using appropriate style and format. Clearly convey instructions to employees or team. Ability to speak clearly and effectively before groups of customers answering questions appropriately.
- Business skills Ability to read, research, and analyze general business periodicals, professional journals, technical reports, finance documents or government laws and regulations. Ability to write reports, business correspondence, manuals and draft policies and procedures. Ability to effectively make presentations and respond to questions from groups of managers, customers, citizens, or other agencies.
- Specialized skills Ability to read, analyze and interpret professional, scientific, or technical manuals, procedures, plans, schematics, maps, blueprints, licenses, and/or legal documents. Ability to respond to inquiries from managers, customers, business community or regulatory agencies. Ability to draft responses to complex or technical issues and/or effectively present technical concepts or information to managers, customers, or other agencies in concise understandable terms.

Foreign Language Skills (Complete if applicable)

- Fluency in foreign language skills is:
- A Plus
 - Preferred
 - Required
- Ability to speak and/or read, write and comprehend.

Required Language:

REQUIRED COMPETENCIES:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The required competencies listed below are representative of the knowledge, skills, and/or abilities required for successful job performance.

PROFICIENCY IN:

Processing data for reports and records according to specific instruction which involves tabulation, posting, extracting, calculating and verification.
Quickly switching from one task to another.

WORKING KNOWLEDGE OF:

Maintain a general knowledge of Police Department procedures, Village Ordinances, and other state laws needed to perform the duties of the position.
Supervisory and Administrative Principles and Practices.
Organization and functions of municipal government.

ABILITY TO:

Effectively deal with people and exercise sound judgment and discretion to resolve problems.
Train, develop and lead employees through various techniques, strategies, and efforts.
Prioritize, plan and schedule work for Records personnel and front desk ASOs.
Maintain confidentiality and ability to work under pressure and/or with frequent interruptions.
Communicate effectively verbally and in writing.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodations.

(mark all 17 activities)

----- Amount of Time -----

<u>Physical Activity</u>	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stands	_____	_____	<u> X </u>	_____
Walks	_____	_____	<u> X </u>	_____
Sits	_____	_____	<u> X </u>	_____
Uses fingers in a repetitive motion	_____	_____	<u> X </u>	_____
Uses hands to grasp, finger, handle, or feel	_____	_____	<u> X </u>	_____
Reaches with hands and arms above shoulder	_____	<u> X </u>	_____	_____
Climbs or balances	_____	<u> X </u>	_____	_____
Twists or turns	_____	<u> X </u>	_____	_____
Stoops, kneels, crouches, bends, or crawls	_____	<u> X </u>	_____	_____
Pulls, pushes, or carries	_____	<u> X </u>	_____	_____
Talks or hears	_____	_____	_____	<u> X </u>
Tastes or smells	<u> X </u>	_____	_____	_____
Operates a motor vehicle or heavy equipment	_____	<u> X </u>	_____	_____
Lifts or move 0 to 10 pounds (sedentary)	_____	<u> X </u>	_____	_____
Lifts or move 10 to 20 pounds (light)	_____	<u> X </u>	_____	_____
Lifts or move 20 to 50 pounds (moderate)	_____	<u> X </u>	_____	_____
Lifts or move 50 to 100 pounds (heavy)	<u> X </u>	_____	_____	_____

VISION DEMANDS:

The vision demands described here including the ability to adjust focus, close vision, sharpness of vision, depth perception, peripheral vision, distance vision, hand-eye coordination or as otherwise specified by the Board of Fire and Police Commissioners, are representative of those that must be met by an employee to successfully operate the tools and equipment needed to perform the essential functions of this job.

Other Vision Demands (select if applicable)

_____ Absence of color blindness

_____ Corrected vision of...

_____ Uncorrected vision of...

<i>Enter specific vision requirement here</i>
<i>Enter specific vision requirement here</i>

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job with or without reasonable accommodations.

(mark all 15 conditions)

----- Amount of Time -----

Environmental Conditions

None Less than 1/3 1/3 to 2/3 More than 2/3

Customary indoor conditions	_____	_____	_____	<u> X </u>
Customary outdoor weather conditions including extreme cold, extreme heat, and wet or humid conditions	<u> X </u>	_____	_____	_____
Non-weather conditions: extreme cold, extreme heat, and wet or humid conditions	<u> X </u>	_____	_____	_____
Works near moving mechanical parts	<u> X </u>	_____	_____	_____
Works in high precarious places, underground, or confined spaces	<u> X </u>	_____	_____	_____
Flying debris or airborne particles	<u> X </u>	_____	_____	_____
Fire, smoke, fumes, gases, or noxious odors	<u> X </u>	_____	_____	_____
Toxic or caustic chemicals, aerosols, liquids, solvents or oils	<u> X </u>	_____	_____	_____
Risk of electrical shock	<u> X </u>	_____	_____	_____
Works with explosives or risk of radiation	<u> X </u>	_____	_____	_____
Vibration	<u> X </u>	_____	_____	_____
Extreme illumination	<u> X </u>	_____	_____	_____
Low noise level (Normal voice tones)	_____	_____	_____	<u> X </u>
Moderate noise level (Raised voice levels)	_____	<u> X </u>	_____	_____
High noise level (Shouting/ear protection may be needed)	<u> X </u>	_____	_____	_____

The information listed above reflects minimum standards and illustrations of the various types of work that may be performed. The omission of specific job functions, requirements or tasks does not exclude them from the job if the work is similar, related or a logical extension of the work assigned.

This job description does not constitute an employment agreement between the employer and employee.

Recommended Approval:

Department Director

Reviewed Approval:

Human Resources Management Director

Approved:

Village Manager

Effective Date: _____

Revision Date: _____