



VILLAGE OF HOFFMAN ESTATES JOB DESCRIPTION STAFF SERVICES COMMANDER

EFFECTIVE DATE: May 1, 2008

DEPARTMENT: Police	WORK LOCATION: Police Station	FLSA STATUS: Exempt
CLASS CODE: 4500	RANGE: 25P	PENSION: Police
		UNION: NU
REPORTS TO: Technical Services Assistant Chief	LEVEL OF SUPERVISION RECEIVED: Supervision by the Technical Services Assistant Chief. Chief and Assistant Chiefs regularly assign work and/or provide guidance.	LICENSE/CERTIFICATES: Illinois Class D Driver's License

SUMMARY:

Oversees the operations of the Staff Services Division, to include supervising, scheduling, and assigning tasks to subordinates, prepares and maintains budget; deals with vendors; assists in selection of new recruits; answers inquiries and establishes goals and objectives.

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, assigns work, provides work guidance and/or technical advice to Front Desk, Records, Police Officers, Administrative Staff Assistant, and other police personnel. Reviews reports, makes suggestions for improvements and approves/rejects reports.	Daily 60%
2.	Prepares reports pertaining to policy and procedures, budgets, goals and objectives, evaluations, citizen complaints, and directives to personnel.	Daily 10%
3.	Follows Village-wide and departmental policies, procedures, safety rules and practices	Daily 100%

4.	Coordinates in-house meetings	Daily 15%
5.	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%
6.	Updates website	Daily 5%
7.	Acts as Department P.I.O.	Daily 20%
8.	Acts as liaison to the I.S. department	Daily 30%

JOB NO.	OTHER RELATED DUTIES
1.	Attends training schools and seminars.
2.	Coordinates and assists with hiring new recruits.
3.	Assignments as designated by supervisors.
4.	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. **(List specific responsibilities below)**

- Commands Staff Services Division, POP, Community Relations, Front Desk, Records, Property Room and Court Officer Sections
- Supervises, assign work, manages, and train subordinates.
- Research, qualify and analyze information.
- Perform multiple tasks, schedules and prioritize.
- Communicate effectively, both verbally and in writing.
- Respond to subordinate and citizen complaints and concerns.

Establish efficient working relationships with Department employees, Village employees, citizens, and members of other law enforcement agencies

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

Computer Skills (Select as appropriate)

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

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.

- Planning and Organizing – Prioritizes and plans work activities. Uses time efficiently. Develops realistic action plans.
- Problem Solving – Gathers and analyzes information. Identifies and resolves problems in a timely manner.
- Delegation/Conflict resolution – Ability to delegate tasks to subordinates when appropriate. Ability to resolves conflicts within the organization, as well as with the public.
- Computers – Ability to use a personal computer to retrieve, prepare and store documents.

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...

20/20
Enter specific vision requirement here

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: _____