

South Jordan City

Job Description

Title: Support Services Supervisor
Org: 100600
Pay Grade: GH16

Effective Date: 4/1/2025
FLSA: Non-Exempt
Workers Comp: Clerical

GENERAL PURPOSE

Direct, supervise, plan, and coordinate the activities and operations of the Police Records Division. Perform a variety of responsible and specialized clerical and computer entry duties related to the storage, dissemination, retention, destruction, and expungement of sensitive and confidential police records.

SUPERVISOR

Police Lieutenant

POSITION(S) SUPERVISED

Records Technician I, II, III
Records Technician (Part-time)

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's supervisor.

Job attendance is required, except for authorized leave. Occasional, 20% or less, of the essential job duties may be performed regularly from a remote location upon authorization.

Coordinate the organization, staffing, and operational activities for the Police Records Division. Participate in the development and implementation of goals, objectives, policies, and priorities for the Records Division. Assist with the selection of personnel for the division; train, motivate, and evaluate personnel assigned to the division; work with employees to correct deficiencies; and resolve personnel problems; coordinate and review work flow, products, methods, and procedures.

Responsible for the storage, dissemination, retention, and destruction of police records; assure department compliance with legal guidelines for release of information; research law to confirm departmental guidelines are consistent with Federal, State and Local Laws, codes, and regulations. Verify that all requests for police reports are sent out in a timely manner;

Serve as the BCI/Terminal Agency Coordinator for the department; assure compliance with all applicable guidelines and regulations. Oversee the validations and entries made in the NCIC system. Train and test personnel on usage and security laws pertaining to the State computer system.

Collect and compile statistical data and material for review and analysis; prepare and present staff reports and other necessary correspondence.

Respond to and resolve difficult inquiries and complaints.

Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of police records management.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from High School or G.E.D.;

AND

B. Three (3) years of full-time increasingly responsible records experience with at least one year of experience with law enforcement records and some supervisory experience;

2. Special Qualifications:

Must be licensed in the State of Utah as a Notary Public, or obtain within six (6) months of employment Possession of, or ability to obtain, TAC certification within six (6) months of employment.

BCI Certification

Attend 8 hours of approved TAC Training annually

Complete 8 hours of approved BCI Training annually

Valid Utah Class D Driver License

3. Knowledge, Skills and Abilities:

Knowledge of management principles and principles of supervision and training.

Knowledge of Federal, State and Local Laws, codes, and regulations; penalties associated with various offenses; police records management requirements; UCR codes; proper grammar, spelling, and punctuation; interpersonal communication skills; modern filing systems related to alphabetical and numeric files; telephone systems; telephone etiquette; operation of a variety of standard office machines including computer terminal, fax machine, and copy machine, etc.

Ability to operate a personal computer and Microsoft products.

Ability to supervise and coordinate the work of administrative support personnel. Plan and organize work to meet schedules and timelines. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Ability to exercise initiative, independent judgment and to act resourcefully under varying conditions; maintain strict confidentiality related to sensitive administrative and legal information; work under time pressures and work deadlines. Mental application utilizes memory for details, verbal instructions, emotional stability and discriminating thinking.

4. Working Conditions:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities, such as walking, standing, stooping, sitting, reaching, talking, hearing, and seeing. Common eye, hand, finger, leg, and foot dexterity exist.

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.

Human Resources Use Only

Job Class:	Support Services Supervisor	EEO-4 Class:	Official/Adm
Location:	Police	EEOP Class:	Official/Adm
Group/BU:	General Pay Plan	Tech-Net Match:	2340

