

DIRECTOR OF SUPPORT SERVICES JOB DESCRIPTION

POSITION PURPOSE

The Director of Support Services is responsible for overseeing the operations of the Records Section, Municipal Court Administration, and Police Department Office Administration functions. The essential functions listed below are not intended to be all inclusive and may be expanded to include other duties or responsibilities that may be deemed necessary.

GENERAL DUTIES AND RESPONSIBILITIES

- Direct and supervise Records, Dispatch, and Community Service Officers Mundelein Police Department.
- Advise and participate in hiring, disciplining and terminating staff.
- Establish performance measures, goals, objectives and priorities.
- Evaluate work performance; providing feedback, direction and guidance.
- Develop, revise and administer policies and procedures for the sections assigned to Support Services.
- Participate in the preparation and administration of budgets; submit budget recommendations; monitor expenditures.
- Building and contracts.

RECORDS

- Generate and verify Federal and State required reports such as IUCR.
- Department NCIC Coordinator.
- Official custodian of records for testifying in court.
- Prepare statistical reports for Chief of Police.
- Review crime reports entered by Records Technicians for accuracy and completeness to ensure compliance with State and Federal statutes.
- State required terminal operator certification testing to police department personnel.
- Maintain records for appropriate retention period as required by law.
- Must be available during non-business hours to answer questions relating to police records.
- Establish and maintain system for the maintenance of police records in accordance to State statutes.

COURT

- Coordinate and oversee court activities between judges, City Attorney, Police Department and defendants.
- Establish and maintain system for the maintenance of court records in accordance to State statutes.
- Maintain records for appropriate retention period as required by law.
- Ensure warrants are entered and tracked in accordance with State statutes.
- Oversee court dispositions and payments.
- Must be available during non-business hours to answer court related questions and to handle persons arrested on municipal court warrants.

OFFICE ADMINISTRATION

- Assists the Chief of Police and supervisors with project management and support services functions.
- Coordinates the administrative operations of the department such as supplies, mail, receptionist, and citizen fingerprinting.
- Develops and maintains office forms and procedures.
- Assists with administrative tasks involving personnel, budgeting, and facilities as requested.
- Develop and implement policies and procedures, routines, and filing systems.
- Assess efficiency of department procedures and recommend changes to management.
- Conducts performance evaluations of Support Services personnel.

QUALIFICATIONS

- Knowledge of local, state, and federal regulations relating to security and privacy.
- Knowledge of federal, state, and local law enforcement agencies and their functions.
- Budgeting and statistical reporting.
- Basic data processing principles and practices.
- Skilled in office management, supervision, training, and personnel selection
- Ability to objectively evaluate procedures/personnel and implement appropriate corrective actions
- Ability to supervise and evaluate the work of subordinates
- Ability to compile statistical information, staffing justification, and other reports
- Ability to assist in the development of more efficient and effective methods and procedures
- Knowledge of Uniformed Crime Report (UCR).

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit and/or stand for long periods of time.
- Frequent physical contact with citizens while taking their fingerprints.
- High telephone use.
- Communicate clearly with supervisors, subordinates, and the public
- Control personal feelings and emotions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Works closely with co-workers in an enclosed office.
- Frequent use of office machines such as printers, faxes, and copiers.