

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Investigative Services Supervisor</u>
Sch & Grade	<u>PAT-6</u>
Class Code	<u>FN03</u>
FLSA Status	<u>Non-exempt</u>
Bargain Unit Elig.	<u>Not eligible</u>
Occupational Series	<u>Administrative Support</u>

PRIMARY PURPOSE:

Acts as working supervisor to Investigative Services Specialists and assigned support staff in the Criminal Investigations Division, including the Special Investigations Unit. Ensures that the case management system utilized by this division is representative of case status and disposition of criminal cases. Works closely with the Sergeants assigned to the Criminal Investigations Division to improve policy and procedure and to better serve the victims of crime.

SUPERVISION:

Under direct supervision of the Criminal Investigations Section Lieutenant; supervises assigned staff.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Supervises Investigative Services Specialists and assigned support staff in Criminal Investigations Section and Special Investigations Unit and participates in the daily functions of the Criminal Investigations Division.
2. Establishes priorities for completion of assigned work and ensures work is properly distributed among employees and completed in an efficient manner.
3. Monitors and evaluates the work performance of subordinate staff members, investigates complaints and recommends resolution of disciplinary problems.
4. Provides in-house training for all Criminal Investigations staff on various software programs used for case management and criminal intelligence gathering and retrieval.
5. Responsible for reporting monthly statistics detailing Investigative Services Specialists work loads.
6. Ensures that CID has an accurate tracking system in place to account for all case activity for the detectives assigned to each section; which includes detective assigned, due date of case, disposition of case and basic case log activity for quick retrieval.
7. Creates, maintains and updates training manuals and quick reference sheets used to perform procedures within the case management system and other database resources.
8. Understands established division goals and ensures that appropriate statistics are gathered to measure those goals against the workloads.
9. Reads, corrects and approves police reports written by the Investigative Services Specialists.
10. Creates ways to continually improve the customer service and educational materials that benefits victims.
11. Establishes and cultivates rapport with other agencies to promote mutual assistance.
12. Operates MULES/NCIC computer terminal as assigned for inquiry of warrants, drivers records and criminal history information.
13. Testifies in court as needed.
14. Searches prisoners of the same sex as needed.

IMPORTANT FUNCTIONS:

1. Operates copy and fax machines.
2. Creates, accesses and ensures maintenance of computer based resources.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Applicable local, state and federal laws; understanding of municipal and county court procedures and operations; basic statistical knowledge for monthly and yearly reports; understanding of and ability to explain the criminal justice process from the beginning to the final disposition; basic management principles and strategies.

Abilities

Effectively plan and supervise the work of assigned personnel; Effectively lead subordinates to perform at their highest potential; read, interpret, explain and supply a variety of information including laws, departmental procedures, correspondence and reports; utilize sound judgment; prepare, maintain and present effective training programs; maintain a high degree of confidentiality; accurately type 30 words per minute; utilize appropriate computer software applications; perform search of prisoners of the same sex; follow oral and written instructions; communicate effectively both verbally and in writing; model and promote acceptance and respect for differences among employees and citizens; perform effectively as a member of a team in carrying out the city's stated mission and philosophy; deal effectively and courteously with a diverse group of associates and the general public; presents an overall professional image; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Graduation from an accredited college or university with a Bachelor's degree or equivalent in Criminal Justice, Psychology, Sociology, Communications, Business Administration or directly related field; or four years of experience working within the criminal justice system with experience as a victim advocate, probationary officer, juvenile services, court clerk or closely related occupation.

Physical Requirements

Performs bending, sorting, and reaching to both ground level and overhead; pushes and pulls up to 30 pounds; holds and grips objects; operates a computer keyboard and mouse; maybe subject to sitting for long periods of time.

Working Environment

Primarily indoors with heating and cooling regulated in an office environment. Works in other environments/locations as required.

Licensing/Certification

Ability to maintain state certification as a MULES terminal operator. Incumbent must possess a valid Missouri Motor Vehicle Operator's License in order to operate a vehicle for the purpose of completing job duties depending on assignment.

Miscellaneous Requirements

Must be able to successfully complete a security background investigation; must be able to work any assigned shift with varying days off.

Last Revision:	February 13, 2012	GENERAL ORDINANCE NO. 5474
Comments:	Updated Abilities	Date: June 27, 2005

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____