

**JOB DESCRIPTION  
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT  
EMPLOYMENT AND  
COMPENSATION DIVISION**

Job Title	<u>Police Services Shift Leader</u>
Sch & Grade	<u>PAT-6</u>
Class Code	<u>FD49</u>
FLSA Status	<u>Non-exempt (2)</u>
Bargain Unit Elig.	<u>Not eligible</u>
Occupational Series	<u>Administrative Support</u>

**PRIMARY PURPOSE:**

Acts as working shift leader, supervising Police Services Representatives in the Central Records Section or Property Section as assigned. Participates in the performance of a wide variety of responsible and complex administrative work requiring considerable judgment in interpreting and applying laws, policies, and procedures.

**SUPERVISION:**

Under general supervision of the Police Services Administrator or Criminal Investigations Section Lieutenant; supervises assigned shift personnel.

**DESCRIPTION OF WORK:**

**ESSENTIAL FUNCTIONS:**

1. Supervises assigned shift personnel and participates in the daily functions of the Central Records Office, and/or Property Unit.
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. Completes work schedules and approves requests for leave.
5. Provides in-house training for Police Services staff, offering a wide range of information and instruction regarding departmental rules and procedures as well as local, state, and federal laws.
6. Exercises sound judgment regarding the release of information to the news media and general public according to federal, state, and local law as well as departmental policy.
7. Participates in classifying crime reports and releasing impounded vehicles after determining legal ownership.
8. Operates a computerized records system including updating, searching, and retrieving confidential information.
9. Utilizes appropriate computer word processing applications to track information and/or type letters, forms, reports, and other materials from copy, rough draft, or recorded dictation.
10. Operates MULES/NCIC computer terminal as assigned for inquiry and entry and responds to system inquiries regarding warrants, missing persons, etc. within required time limits.
11. Testifies in court as required.
12. Attends departmental or outside agency training to maintain appropriate certifications as required.
13. Operates a computerized property system including updating, search and retrieving confidential information and participates in releasing property per department policy, local and state law.

**IMPORTANT FUNCTIONS:**

1. Operates copy and fax machines.
2. Sorts, cross-indexes, and files correspondence, records, reports, and other miscellaneous materials according to alphabetical or other acceptable organization methods.

*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; applicable municipal and county court operations; legal terminology; business correspondence formats; record keeping and filing system methods; basic math as necessary for various statistical reports.

**Abilities**

Effectively plan and supervise the work of shift personnel; read, interpret, explain, and apply a variety of information including related laws, department procedures, correspondence, records, reports, etc.; utilize sound judgment; prepare and present effective training programs; maintain a high degree of confidentiality; accurately prepare and maintain records and reports; type accurately at a rate of 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**

At least three years of experience in responsible office work, with at least two years of experience as a Police Services Representative with the City of Springfield.

**Physical Requirements**

Performs bending, sorting, and reaching to both ground level and overhead; pushes and pulls up to 25 pounds; holds and grips objects; possesses ability to operate a computer keyboard.

**Working Environment**

Primarily indoors with heating and cooling regulated in an office environment; possible exposure to disease or potentially violent situations.

**Licensing/Certification**

Ability to maintain State certification as a MULES terminal operator. Ability to obtain and maintain a certification as a Notary Public. Ability to achieve certification as a Property and Evidence Specialist (if assigned to Property.)

**Miscellaneous Requirements**

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

<b>Last Revision:</b>	February 14, 2012	<b>GENERAL ORDINANCE NO. 4341</b>
<b>Comments:</b>	Updated Abilities	<b>Date:</b> June 14, 1993

**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:** \_\_\_\_\_