



POLICE SUPPORT CENTER SENIOR MANAGER

DEPARTMENT: POLICE

GRADE: 36

CHARACTERISTICS OF THE CLASS:

Under the direction of the Administrative Division Captain, the Support Center Manager is responsible for directing and supervising the activities of personnel assigned under their command. Duties include training, discipline, coordination and evaluation of assigned personnel, and coordination with the RTCC/Support Center Manager to meet the Unit's objectives.

EXAMPLES OF ESSENTIAL FUNCTIONS:

- Perform all Functions of a Support Specialist
- Supervise and monitor daily activities of Unit staff
- Supervise shift staff to ensure performance standards and compliance with established policies and procedures.
- Coordinates shift coverage
- Assigns, schedules and delegates work assignments to ensure adequate coverage
- Establishes and maintains inventory levels of office supplies
- Maintains all resource manuals/materials.
- Prepare reports regarding activities and actions of Support Specialists
- Document incidents of concern or occurrences not concurrent with department standards, protocols or procedures
- 10. Assist in making recommendations on hiring, discipline. Leave requests and overtime
- 11. Provide training to new and subordinate personnel through communicating techniques in new or revised operational procedures
- 12. Document and report to proper parties' equipment failures or malfunctions
- 13. Serves as performs the duties of FCIC Agency Coordinator.
- 14. Coordinates to ensure RTCC objectives are met.

NOTE:

The examples of essential functions as listed in this classification specification are not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning specific duties not listed herein if such functions are a logical assignment to the position.

REQUIREMENTS:

A. Training and Experience:

- High school diploma or GED; One (1) year Support Specialist II experience.
- Complete required all FDLE training requirements upon appointment

B. Knowledge, Abilities, and Skills:

- Knowledge of Support Center Procedures.
- Knowledge of geography of the City and surrounding municipalities and their roadways.
- Knowledge of standards, policies and procedures.
- Ability to train.
- Ability and desire to promote team concept.
- Ability to modify subordinate behavior utilizing documentation and progressive corrective actions.
- Ability to supervise while under pressure.
- Take lead in providing service equivalent to department standards.

C. Physical Requirements: 3

D. Environmental Requirements: 2

E. Sensory Requirements: 3, 6, 8, 9