



Real-Time Crime Center Police Support Center Manager

DEPARTMENT: POLICE

Grade 34

CHARACTERISTICS OF THE CLASS:

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

A Real-Time Crime Center (RTCC)/Police Support Center Manager also plays a crucial role in overseeing the operation of a center that provides real-time intelligence and support for crime prevention and response. This role involves coordinating various activities related to data analysis, technology utilization, and inter-agency collaboration to enhance public safety

RTCC Key Responsibilities include but are not limited to:

- Oversee the daily operations of the Real-Time Crime Center, ensuring smooth and efficient operations.
- Manage the deployment and use of technology and resources to support real-time crime analysis and response.
- Develop and implement standard operating procedures for the center.
- Supervise the collection, analysis, and dissemination of real-time data related to criminal activities, trends, and incidents.
- Coordinate with data analysts to identify patterns, assess threats, and provide actionable intelligence to field officers and command staff.
- Ensure that data from various sources (e.g., surveillance cameras, license plate readers, social media) is integrated and utilized effectively.
- Oversee the operation and maintenance of technology systems used in the RTCC, including crime mapping tools, surveillance systems, and data integration platforms.
- Coordinate with IT professionals and vendors to address technical issues and implement system upgrades.
- Research future technologies for use in the RTCC.
- Facilitate communication and collaboration with other law enforcement agencies, emergency services, and community partners.
- Share intelligence and coordinate joint operations to address regional or multi-jurisdictional crime issues.
- Provide real-time support during active incidents, such as emergencies or high-priority investigations.
- Ensure that field officers have access to the latest information and resources needed for effective response.
- Train and supervise RTCC staff, including analysts, operators, and other personnel.
- Ensure that team members are skilled in using technology, analyzing data, and responding

to real-time situations.

- Assist with the preparation and presentation of reports on crime trends, center performance, and incident outcomes to senior management and other stakeholders.
- Document procedures, incidents, and outcomes accurately to ensure transparency and accountability.
- Participate in strategic planning and policy development related to crime prevention and response.
- Budget development.
- Evaluate the effectiveness of RTCC operations and recommend improvements or changes based on performance metrics and evolving needs.
- Handle inquiries from the public or media regarding crime trends and center activities, as appropriate, in coordination with the Social Media Manager and with Command staff's approval.
- Promote community engagement initiatives and collaborate with community organizations to address local crime concerns.

EXAMPLES OF POLICE SUPPORT CENTER ESSENTIAL FUNCTIONS IN COORDINATION WITH THE SUPPORT CENTER SENIOR MANAGER:

- Perform all Functions of a Support Specialist
- Supervises 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
- Assist in making recommendations on hiring, discipline. Leave requests and overtime
- Provide training to new and subordinate personnel through communicating techniques in new or revised operational procedures
- Document and report to proper parties' equipment failures or malfunctions
- Serves as performs the duties of FCIC Agency Coordinator.

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.
- Completed 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