

**HUMAN RESOURCES DIVISION**  
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**150 WEST JEFFERSON STREET**  
**JOLIET, ILLINOIS 60432-4158**

**EMPLOYMENT OPPORTUNITIES:**

**JOB POSTING #:** 12-18  
**POSTED:** 01/31/2018, 8:00 a.m.  
**EXPIRATION:** 02/28/2018, 4:30 p.m.  
**TITLE:** SUPPORT SERVICES SUPERVISOR (Position Code #1691)  
**SALARY:** \$73,500 - \$102,900  
**DEPARTMENT:** POLICE  
**DIVISION:** TECHNICAL SERVICES/RECORDS

**GENERAL PURPOSE**

Performs responsible supervisory work in the operating and directing the efficient and orderly operation of the Support Services Division.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Responsible for the efficient and effective operation of the Support Services Division including the planning, organizing, directing, and supervising of the assigned employees and programs. Directs Support Services activities toward the fulfillment of established goals and objectives within current priorities.

Directs and coordinates the activities of assigned employees.

Formulates Support Services policies, rules, and regulations.

Supervises assigned employees.

Receives and responds to complaints concerning Support Services operations and employees.

Assists the Deputy Chief in the investigation of complaints against employees.

Assists the Deputy Chief in the administration of disciplinary measures against Support Services employees for violation of City and/or Department policies and procedures.

Evaluates performance of assigned employees

Assists the Deputy Chief in formulating and prescribing work methods and procedures to be followed by assigned employees.

Assists the Deputy Chief in appraising the conditions of work, and taking necessary steps to improve Support Services operations.

Will assist the Support Services Sergeant in authorizing the ordering, inventory, stocking, and issuance of Police Department equipment.

Responsible for the gathering of statistical information.

Prepares reports and summaries of ongoing programs and projects.

Monitors Support Services procedures for compliance with appropriate working agreements.

Confers with, advises, and trains subordinates on difficult work problems, the development and installation of new work procedures and policies, and methods of coordinating Support Services.

Keeps informed of current developments in the fields of computerization, record management, laws governing record accessibility, and other developments that could affect the Support Services operations.

Accesses and provides for the adequate training of all assigned personnel.

Assigns personnel to such duties, as Support Services operations require.

Performs the duties of the Public Safety Clerk as needed.

Monitors the Support Services equipment for proper operation. Takes steps to remedy any equipment malfunction.  
Performs other related duties as required.

### **REQUIRED QUALIFICATIONS**

A high school diploma

Extensive knowledge of the modern principles, practices, and equipment used in the field of computers.

Proficiency of the Joliet Police Department's current Support Services transcribing system and operations or equivalent experience.

Proficiency in the current operations of Premier One RMS, with emphasis in data entry or equivalent experience.

Computer skills, familiarity with, use of, and ability to train assigned employees in; Windows based personal computers with M.S. Office applications.

Ability to secure necessary information and to interpret the requirements of Police emergency situations under conditions of stress.

The ability to maintain discipline and respect of employees, to lead, and command employees effectively, and to instruct employees in proper work methods and techniques.

The ability to plan, assign, and coordinate activities performed by a large group of employees.

Physical skills necessary to perform the duties of the position.

The ability to establish and maintain an effective working relationships with employees, City officials, and the public.

The ability to communicate effectively, both orally and in writing.

Good judgment, thoroughness, and dependability.

A full job description is available in Human Resources upon request.

**EQUAL OPPORTUNITY/REASONABLE ACCOMMODATION EMPLOYER**