

## CIVILIAN TELESERVE SHIFT SUPERVISOR

### JOB DESCRIPTION

**Classification Responsibilities:** A Civilian Teleserve Shift Supervisor is responsible for supervising and evaluating a shift of civilian teleserve/callback personnel who answer incoming calls and assist citizens who come to the Teleserve desk on a twenty-four hour basis. An incumbent in this class participates in the work performed by subordinate Civilian Teleserve Officers. Duties include: observing all visitors who enter the lobby area of the main station and rendering necessary information and assistance as required; referring persons to appropriate community service agencies or other resources; writing police reports for various types of incidents including felony and misdemeanor theft, vehicle, residence, and/or business theft, criminal damage, obscene or threatening phone calls, and runaways; utilizing the computer to enter and retrieve data such as vehicle information and to perform license, warrant, or stolen property checks; and monitoring alarms and cameras. In addition to the front desk duties, this classification handles the callback function, which consists of calls being sent to this area from dispatch via printer. Duties include: making contact with the reporting party; taking the report over the phone; requesting follow up by patrol or Crime Scene Technicians as necessary; and making appropriate entries or checks in the computer system. Supervisory responsibilities include: preparing performance evaluations; documenting and evaluating subordinate work performance using workstation files; planning, coordinating, assigning, and supervising the work of teleserve personnel; working with employees to recognize job performance issues and correct deficiencies; taking disciplinary action when necessary; ensuring proper staffing of personnel to provide the most effective level of service; and investigating complaints against employees and submitting the findings of the investigations to management in written report format. This class performs related duties as required.

**Distinguishing Features:** The Civilian Teleserve Shift Supervisor is a civilian classification responsible for first-line supervision of the civilian teleserve/callback staff during an assigned shift. The work performed is of a quasi-police nature and supplements the activities of Police Officers. The public contact component of the work involves interpreting and explaining City ordinances, departmental rules and procedures, federal and state laws, and criminal codes. Considerable patience, tact, and persuasion are required while interacting with citizens who are frequently angry, confused, and/or hostile. Supervision is received from the Police Support Services Manager who reviews work through conferences, reports, and results achieved. A Civilian Teleserve Shift Supervisor is subject to rotating shifts, including holidays and weekends, and is required to wear a uniform. This class is FLSA nonexempt.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from high school or GED. At least three years public contact experience in a law enforcement or related environment OR at least one year working as a Civilian Teleserve Officer with the City of Mesa.

**Special Requirements.** Must be at least 18 years of age. Because of the confidential, sensitive nature of information handled, successful completion of a polygraph and background investigation is required.

**Substance Abuse Testing.** Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

**Preferred/Desirable Qualifications.** Some supervisory experience is preferred.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates with subordinates, management, sworn officers, the general public, and other City employees in person and by telephone in order to answer inquiries; provide referrals, information, and directions; and gather the data needed to complete police reports and other forms. Communicates with employees regarding their performance. Conducts and/or participates in staff meetings. Instructs and trains others regarding teleserve procedures. Prepares written documents such as performance evaluations, departmental reports, memos, police reports, activity sheets, and various police-related forms with clearly organized thoughts using proper grammar.

**Manual/Physical:** Reviews the work product of subordinate staff to ensure compliance with standard operating procedures, federal and state regulations, and other guidelines such as City codes, departmental general and operational orders, and City Personnel Rules. Performs the duties and functions of a Civilian Teleserve Officer including: entering and retrieving data/information on a terminal, personal computer, or other keyboard device in order to enter police report information, check for warrants on incoming visitors, transmit information for dispatching, perform Driver's License and stolen property checks, and conduct research for incidents; observing and monitoring alarm panels and cameras to determine compliance with safety standards; and monitoring a radio scanner and the Telecommunications Device for the Deaf (TDD) phone. Detects hazardous situations including alarms, sirens, other audible signs of warning, and suspicious behavior.

**Mental:** Plans, organizes, participates in, and directs the activities of a shift of teleserve personnel. Supervises and evaluates the work of subordinate Civilian Teleserve Officers. Prioritizes own work and assigns work to personnel. Resolves procedural, operational, and personnel problems. Comprehends and makes inferences from departmental policies and procedures, City ordinances, federal and state statutes, criminal codes, and community service resource directories in order to evaluate subordinates' work performance, write police reports, answer inquiries, and direct citizens to the appropriate person or agency. Analyzes data including information received from the public and current case information in order to write accurate police reports and provide proper referrals and direction to citizens. Learns job-related material through verbal instruction and observation in an on-the-job training setting regarding supervisory techniques, report writing, data entry and retrieval, departmental policies and procedures, laws, ordinances and codes, and public contact skills.

**Knowledge/Skill/Abilities:**

Knowledge of:

modern police practices and methods;  
the operation and services normally provided by police departments;  
basic public relations skills;  
the English language, grammar, and spelling; and  
modern supervisory, training, and evaluation methods and practices.

Skill in effectively communicating with the general public in adverse situations.

Ability to:

supervise a shift of Civilian Teleserve Officers;  
schedule, prioritize, and assign work on a daily basis;  
supervise, evaluate, and participate in the work of subordinate Civilian Teleserve Officers;  
objectively evaluate procedures and personnel and implement appropriate corrective actions;  
assist in the development of more efficient and effective methods and procedures;  
acquire a working knowledge of the geography of the City;  
acquire a working knowledge of the organizational structure of the City;  
acquire a working knowledge of the organizational and functional responsibilities of the Police Department;  
acquire a working knowledge of community services provided by other public and private agencies;  
routinely deal with persons amidst a crisis, including persons who are violent;  
obtain information through conversation and observation;  
analyze situations quickly and objectively;  
interact tactfully and courteously with the public;  
express ideas clearly and concisely, orally and in writing;  
keep accurate records and prepare detailed papers;  
work under stressful conditions and meet specific attendance and scheduling requirements; and  
establish and maintain effective working relationships with subordinates, supervisors, coworkers, and other agency personnel.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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