

CIVILIAN INVESTIGATION SPECIALIST SUPERVISOR

JOB DESCRIPTION

Classification Responsibilities: A Civilian Investigation Specialist Supervisor provides direct supervision to Civilian Investigation Specialists. This classification works in the field monitoring subordinate's work, participating in the investigation of nonemergency criminal incidents, coordinating the investigation of incidents with sworn supervisors in the field, and ensuring that tasks are performed in accordance with standard operating procedures. An incumbent in this class also performs the following duties: reviewing technical reports; creating and maintaining work schedules; completing thorough documentation of subordinates' work performance as well as completing performance evaluations; providing court testimony; handling day-to-day procedural questions and personnel issues that arise, including investigating complaints and recommending corrective action; overseeing training; participating in the budget process by identifying needs and researching new equipment; and completing other administrative functions. This class performs related duties as required.

Distinguishing Features: The Civilian Investigation Specialist Supervisor is a civilian position that is assigned to a division within the Police Department. Work requires the exercise of initiative and independent judgment in implementing established work methods and procedures. Supervision is received from a Police Lieutenant who reviews work through reports, meetings, observation of work in progress, and overall results achieved. An incumbent in this position must be able to complete detailed tasks with minimal errors and supervision. Good verbal and written communication skills are important. A Civilian Investigation Specialist Supervisor is required to wear a specified uniform and may work rotating shift work, including weekends and holidays. 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. Considerable (3 - 5 years) customer service or citizen assistance experience in a law enforcement/public safety environment OR 2 years of experience as a Civilian Investigation Specialist.

Special Requirements. Must possess a valid Arizona Driver's License by hire date. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required. Candidates given a conditional job offer will be required to pass a psychological evaluation. Must successfully pass Terminal Operator Certification (TOC) from the Department of Public Safety within one year of employment.

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

Preferred/Desirable Qualifications. Bilingual (English/Spanish) speaking skills are desirable. Good (1 - 3 years) lead or supervisory experience is desirable.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates with the general public including victims, witnesses, sworn officers, coworkers, and supervisors in order to conduct investigations, answer questions, explain procedures, handle complaints, and testify in court. Communicates internally with other City employees by telephone and face-to-face in order to counsel and discipline subordinate employees, give instructions, and disseminate or gather information. Prepares performance appraisal forms and counseling memorandums. Documents subordinate employees' performance for workstation files. Prepares written reports with clearly organized thoughts using proper sentence structure, punctuation, and grammar that meet police report writing requirements.

Manual/Physical: Reviews the work products of others to ensure compliance with standard operating procedures, federal and state regulations, and Mesa Police Department administrative and field orders. Examines and evaluates information, work-related conditions, evidence, equipment, and chemicals to determine compliance with prescribed operating and safety standards. Operates a City vehicle requiring a standard Arizona Driver's License to respond to crime scenes. Listens and communicates via police radio. Operates a personal computer (PC), typewriter, copier, printer, and camera in order to process reports. Works in a variety of weather conditions while performing field work.

Mental: Plans, organizes, and directs the activities of Civilian Investigation Specialists. Prioritizes and assigns work to personnel. Comprehends and makes inferences from written material in order to evaluate subordinates' work performance and interpret/apply related laws, policies, and procedures. Ensures the work is performed in accordance with standard operating procedures and safety regulations. Reviews and checks the work of subordinates by reading police reports, observing action in the field, and evaluating work according to performance standards and departmental procedures/policies. Determines procedures/methodology to be used when identifying, collecting, and processing evidence. Comprehends and makes inferences from written material including: various statutes, ordinances, and departmental policies and procedures in order to apply them to various situations. Learns job-related material in a classroom setting and through on-the-job training. Performs court testimony in reference to work performed.

Knowledge and Abilities:

Knowledge of:

law enforcement activities and the organization of a police department;

City of Mesa geography and street locations;

criminal codes and statutes, criminal offenses, and contributing elements under City and state laws; and basic report writing and preparation methods.

Ability to:

supervise Civilian Investigation Specialists;
schedule, prioritize, and assign work on a daily basis;
supervise, evaluate, and participate in the work of staff;
listen, communicate, and work effectively with a diverse group of people;
comprehend and make inferences from written material;
learn applicable laws, statutes, policies, and procedures;
exercise sound judgment and solve problems using deductive reasoning;
produce detailed and accurate written reports;
learn job-related tasks and skills through oral and written instruction and on-the-job training;
present accurate and professional testimony in court;
provide thorough analysis; and
establish and maintain effective working relationships with the general public and City employees.

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 do 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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EEO-PSW

JOB FCTN-GEN

INCREMENTS 47-200

PAY GRADE: 48

IND-9410

SWORN-No