



City of Irving Job Description

(Police) Office Supervisor

FLSA Status:	EXEMPT	Job Department:	Police
Job Code:	9011	Reports To (Job Title):	Police Chief

PURPOSE

Provide supervisory oversight for the Police Administration clerical staff. Plan and organize the Police Department's administrative function. Provide direct administrative assistance to the Police Chief. Draft, edit and publish the department's monthly newsletter and prepare all departmental City Council agenda items. Responsible for handling of confidential and proprietary information.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Supervise assigned staff members, including assigning, monitoring, and evaluating work and providing input on hiring and discipline.
- Write, type, or enter information into computer to draft and prepare policies and procedures documents, correspondence, bills, statements, receipts, checks, permits, timesheets, or other documents.
- Coordinate the department's strategic plan reporting and tracking process.
- Prepare Police Department's monthly newsletter using Microsoft Publisher.
- Prepare various PowerPoint presentations for Police Chief's use at Council meetings and civic functions.
- Coordinate complex events, including managing multiple logistics such as site selection, invitations, website promotion and registration, background presentations, agendas and programs, and complaint resolution.
- Proofread documents, records, and/or forms.
- Manage appointment calendars, including making travel arrangements.
- Maintain databases of key employee information.
- Prepare all Police related City Council agenda items, which includes drafting of City Council resolutions and ordinances.
- Greet and assist visitors, including answering questions and finding requested information.
- Answer multiple telephone lines, including answering inquiries, transferring callers, and recording and conveying messages.
- Record and/or transcribe meeting minutes, including taking dictation.

OTHER DUTIES AND RESPONSIBILITIES

- Coordinate and schedule all employee promotion ceremonies and retirement receptions.
- Serve as Notary Public for the Police Department

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 4 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Coordinates with department budget specialist on budgetary needs for Police Administration. Order supplies, purchase equipment, and process payments for memberships and dues on a monthly basis using City purchasing card.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to an Associate's degree from an accredited college or university with major course work in a closely related field.

EXPERIENCE

- Three (3) years of related experience, including at least one (1) year of supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid, Texas Driver's License
- Notary Public License

KNOWLEDGE OF

- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Office Systems: Administrative and clerical procedures and systems such as word-processing systems and filing and records management systems.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, documents, and ideas.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Mechanical/Technical: Safely operating diverse office equipment including computers, copiers, fax machines, calculators, and telephones.
- Service Orientation: Actively looking for ways to help people.
- System Ability: Multi-tasking by working with multiple software packages simultaneously.
- Typing: Entering information using computer keyboard.
- Sequencing: Correctly following a given rule or set of rules to arrange things or actions.
- Written Expression: Communicating information and ideas in writing, such as routine reports and correspondence, so others will understand.
- Reading Comprehension: Reading and interpreting documents.
- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.

GUIDANCE RECEIVED

Accepted Methods and Procedures

Broad supervisory direction, seasoned knowledge, accepted methods and procedures, and stated policies guide completion of assignments and decisions made. Makes recommendations to superiors about moderately complex issues and procedural changes.

CONTACTS

Outside contacts include all city departments, Mayor and City Council, other police agencies, vendors, citizens, news media, and governmental entities (i.e., County Court, TDCJ, State Representatives, etc.).

EQUIPMENT AND PROPERTY

Computer, printer, multi-line telephone, calculator, copier, fax and scanner.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to grasp, handle, feel, listen, reach, see, and/or sit. Frequently, s/he is required to carry, lift up to 10 pounds, stand, walk, and/or talk. S/he occasionally must pull, push, drive a vehicle, and/or stoop.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment usually is moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.