

## SERVICE DESK SUPERVISOR

### NATURE OF WORK

This is responsible supervisory work coordinating the activities on an assigned shift within the Service Desk/Channel Two area. This is a civilian position.

Work involves coordinating, supervising and evaluating the work of subordinate Public Service Officer personnel on an assigned shift. Work also involves participating in all of the duties of the Service Desk/Channel Two area. An employee in this class exercises considerable independent judgment with work decisions made according to departmental regulations, policies and procedures. Supervision is received from the Service Desk Manager with work being reviewed in the form of reports, conferences and overall performance of the assigned shift.

### EXAMPLES OF WORK

Coordinates the scheduling of Public Service Officers involved in the duties and operations of the Service Desk/Channel Two area; evaluates the needs of each area with respect to time of day, recent police activity, inclement weather and policy staffing requirements.

Participates in the work at the Service Desk by answering the telephone, assisting walk-in citizens, or operating the Channel Two radio as circumstances and personnel needs warrant.

Serves as a resource to Public Service Officers; gives advice and assistance to employees; advises employees of relevant training available.

Coordinates and performs all training for new Service Desk personnel; updates and revises the training manual as necessary.

Interprets departmental regulations, policies and procedures.

Performs related work as required.

### DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS

Considerable knowledge of departmental rules and regulations.

Considerable knowledge of the geography of the city.

Ability to plan, assign, supervise and evaluate work of subordinate employees.

Ability to analyze emergency situations and to take proper action.

Ability to interact with the general public, following department policies and procedures.

Ability to communicate effectively, both orally and in writing.

Ability to carry out oral and written instructions.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent, with experience as a Public Service Officer or Police Officer, and a proven ability to deal with the public and co-workers within department guidelines.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent with experience in a law enforcement capacity and the ability to deal with the public within department guidelines; or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

Approved by: \_\_\_\_\_  
Department Head

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Personnel Director

8/94  
Title Change: 1/97

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