

## City of Fort Worth, Texas Job Description

<b>Classification Title</b>	Assistant Data Reporting Supervisor		
<b>Job Code:</b>	TC5651	<b>Job Family:</b>	Technical/Para-Professional
<b>Pay Grade</b>	508	<b>Date Reviewed:</b>	06/11/15
<b>FLSA Status</b>	Nonexempt	<b>Date Revised:</b>	10/01/16

### GENERAL SUMMARY

Supervises and coordinates service program activities and operations in support of the Police Department. Coordinates assigned activities with other divisions, outside agencies and the general public and provides staff assistance.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Coordinates the organization, staffing and operational activities for customer services in support of the Police Department; directs and reviews the work plan for assigned customer services and activities; and reviews and evaluates work products, methods and procedures.
3. Participates in the development and implementation of goals, objectives, policies and priorities and monitors and evaluates the quality, responsiveness, efficiency and effectiveness of assigned city service programs, service delivery methods and procedures.
4. Participates in the development and administration of assigned program budget and forecasts funds needed for staffing, equipment, materials and supplies.
5. Provides staff assistance to supervisory and managerial staff; participates on a variety of committees; and prepares and presents staff reports and other correspondence.
6. Assists staff in transcribing information received from the public; reviews transcriptions of offense reports and taped conversations; and ensures proper recording, interpretation and application of policies and procedures related to offense report transcription.
7. Performs other related duties as required.

8. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**
  - Operational characteristics, services and activities of a customer service program within area of assignment.
  - Principles of supervision, training and performance evaluation.
  - Modern and complex principles and practices of customer service.
  - Principles of business letter writing and basic report preparation.
  - Principles and procedures of record keeping.
  - Principles and practices of data entry.
  - Methods and techniques of police offense report transcription.
  - Modern office procedures, methods and equipment including computer.
  - Pertinent Federal, State and local codes, laws and regulations.
- **Skill in:**
  - Transcription.
- **Ability to:**
  - Communicate clearly and effectively, both orally and in writing.
  - Supervise, direct and coordinate the work of subordinate employees.
  - Select, supervise, train, and evaluate subordinate employees.
  - Transcribe, prepare and compile narrative and statistical police offence reports.
  - Recommend and implement goals and objectives for providing effective customer service.
  - Interpret and explain City customer service policies and procedures.
  - Oversee the transcription of police offence reports into digital transcription system.
  - Ensure accurate transcription of all police information according to established guidelines.
  - Respond to requests and inquiries from the general public.
  - Work independently in the absence of supervision.
  - Understand and follow oral and written instructions.
  - Establish and maintain effective working relationships.

## **MINIMUM JOB REQUIREMENTS**

HS Diploma/GED supplemented by specialized training in customer relations or a related field and four years of responsible customer service experience within the area of assignment, including one year of administrative and/or lead supervisory experience.

## **OTHER REQUIREMENTS**

None.

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

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

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.