



## Job Description

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**TITLE:** Civilian Operations Supervisor

**JOB CODE:** 2735

**DEPARTMENT:** Sheriff's Office

**FLSA:** Non-Exempt

**PREPARED:** November 2005

**FLSA CLASS:** Supervisor

**UPDATED:** March 29, 2022

**WORK LOCATION:** Aztec, NM

**REMOTE WORK ELIGIBLE:** NO

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**Summary:** Under general supervision of the Investigations Captain, the Civilian Operations Supervisor will supervise and provide work direction to Sheriff's Office administrative civilian operations staff. The Civilian Operations Supervisor will have the analytical discipline to assist in budget preparation; preparing special and recurring reports; and ensure applicable laws, policies, and procedures are adhered with for Civilian Operations programs.

The Civilian Operations Supervisor shall have excellent interpersonal communication (verbal/written) skills, be flexible, organized, and self-motivated to provide positive guidance to employees for a safe, efficient, and productive work environment. This position is an administrative professional with leadership qualities to effectively & efficiently manage the administrative functions.

**Reporting Relationship:** Civilian Operations Supervisors report to the Investigations Captain.

**Essential Job Functions:** *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Manage, supervise, and direct the civilian support functions of the Sheriff's Office with the exception of the Animal Control Officers, Fleet & Equipment, Civil, NCIC, Evidence, IS, and Investigations, including but not limited to: records management including technicians at all locations; in extensive computer and technology application; and general civilian operations through appropriate delegation.
- Provide liaison between the sworn personnel and the civilian support staff; provide guidance in various matters involving civilians supervised by sworn staff; coordinate activities and resolves issues as they arise; attend supervisory and staff meetings; communicate changes in policies and procedures to civilian support staff.
- Meet regularly with direct subordinates to offer support and guidance; analyze and evaluate issues and recommend and implement solutions.
- Resolve problems, create solutions, allocate resources, and assure the quality of the work produced.
- Supervise, counsel, coach and instruct employees as required; monitor all functions of the support staff to ensure the accuracy and completeness of records is handled in an effective and efficient manner.
- Schedule and assign staff to meet operating requirements; approve employee leave requests and make scheduling adjustments to provide coverage; process and approve electronic payroll system.
- Participate in the civilian recruitment and selection process; develop staff skills; coordinate and arrange necessary general training for subordinates; conduct regular and annual performance evaluations of assigned Records Technicians.
- Monitor workload and job performance of assigned subordinates and takes corrective action when deficiencies or unsatisfactory performance occurs; responsible for documenting, recommending, and implementing disciplinary action when warranted.
- Review, investigate, and correct errors and inconsistencies in data entries, transactions, documents, procedures, and reports.
- Serve as information source and liaison between work group and various organizations and agencies; serves on committees, task forces, and other groups as requested.
- Serve as the IA (Internal Affairs) program database administrator; investigate employee problems and complaints; document investigative results and participates in hearings; recommend termination for misconduct, as required

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### Civilian Operations Supervisor

- Maintain and research department files and computer databases; assure all administrative actions are in compliance with County and Sheriff's Office policy, procedures, and guidelines.
- Maintain and compile division statistical information for reports; updates and assures the accuracy of databases; create management reports.
- Act as agency IPRA (Inspection of Public Records Act) liaison.
- Assist in developing the annual budget; monitor budget, contract and expenditures; prepare special and recurring reports for grants, proposals and contracts, and disseminate to County staff and external agencies.
- Monitor and review service trends and recommends operational and policy improvements; recommend and implement changes to existing policies and procedures.
- Ensure readiness for annual audits; prepare staff, records, and cash receipts in accordance with State laws and Sheriff's Office policies.
- Maintain responsibility for agency records retention and destruction in accordance with State Laws and Sheriff's Office policies.
- Maintain department calendar; establish and maintain filing procedures; prepare travel arrangements and reconciliations.
- Must have knowledge of and be able to perform the essential functions of the Executive Office Assistant in his/her absence.
- Coordinate work with other law enforcement agencies and County departments, as needed.
- Perform other related duties as assigned.

### **Required Knowledge and Skills:**

- Knowledge of supervisory principles, practices and methods.
- Knowledge of budgets, grant requirements and financial reporting.
- Knowledge of the principles of record keeping, case files and criminal records management.
- Knowledge of legal and law enforcement terminology.
- Knowledge of County organization, operations, policies and procedures.
- Knowledge of Federal, State, and County laws, and department written directives.
- Skill in effectively supervising and leading staff, and delegating tasks and authority.
- Skill in following and effectively communicating verbal and written instructions.
- Skill in organizing and prioritizing work to meet established deadlines.
- Skill in planning and implementing policies and procedures.
- Skill in analyzing and interpreting technical reports and documents.
- Skill in interacting with people of different social, economic, and ethnic backgrounds.
- Skill in identifying and utilizing justice system resources and services.
- Skill in establishing and maintaining effective working relationships with elected officials, County staff and the general public.
- Skill in working under pressure of deadlines and assessing and prioritizing multiple tasks, projects, and demands.
- Skill in the use of a personal computer and standard business software.
- Skill in communicating effectively, both orally and in writing.

### **Education and Experience**

- Bachelor's degree with five (5) years relevant office work experience and three (3) years supervisor experience; or a combination of equivalent years of experience and education.
- Must be bondable and a notary public.

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- Valid State of New Mexico Driver's license or able to obtain within six (6) months of employment.

**Environmental Factors and Conditions/Physical Requirements:**

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to bending, reaching, kneeling and lifting such as retrieving files, records, and reports.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

**Equipment and Tools Utilized:**

- Equipment utilized includes computerized and conventional office equipment.

**Approvals:**

**Employee:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Department Head:** \_\_\_\_\_ **Date:** \_\_\_\_\_