

Notice of a Public Hearing- New Classification

The **Carencro Municipal Fire and Police** Civil Service Board will hold a public hearing to consider a new classification **Support Services Officer**. Unless cause is shown at this time why this new class should not be adopted, the board will proceed to approve the adoption of the class in the proposed or revised form.

This public hearing will be held on **September 14, 2021** at **2:30 p.m.** at **City Hall** located at 210 E. St Peter St, Carencro, LA.

See attached new classification plan

By direction of the chairman;

Karen Savant, Secretary

Post at all Fire and Police Stations August 5, 2021, through September 14, 2021
(must be at least 30 calendar days)

DO NOT REMOVE BY ORDER OF
CARENCRO MUNICIPAL FIRE AND POLICE CIVIL SERVICE BOARD

SUPPORT SERVICES OFFICER

(Competitive Class)

DISTINGUISHING FEATURES OF CLASS

This class encompasses a highly responsible managerial position in the police department, the primary duties of which include supervising the Special Services Division, managing department equipment and supplies, overseeing information technology services, and directing the evidence division. The employee of this class writes reports, correspondence, and maintains the records system. The incumbent of this class works with a high level of independence, receiving only limited direct supervision. The Support Services Officer exercises supervisory duties as specifically assigned. The employee of this class reports directly to and has work reviewed by the Assistant Police Chief.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to the class.

Manages the operation of the evidence division, department property division, IT division, Investigations, School Resources, Code Enforcement, K-9, and Records. Recommends management policies, goals, and objectives for the department. Decides on officer deployment and assists in the planning of activities of the department. Conducts inspections, investigates department complaints, and formulates a recommendation for action. Reviews incoming communications and makes assignments to staff. Investigates all accidents involving department equipment or personnel, determines cause, and makes recommendations on procedure to avoid future accidents. Keeps informed on modern methods of police department work and any local conditions which the department may be called upon to combat. Studies new laws, regulations, ordinances, and court rulings relating to police department operations to determine if changes in department policies and procedures are needed.

Serves as computer network administrator. Determines how department computer/networking system should be organized, assists providers in setting up the local computer network, and monitors network. Implements and maintains department network servers and access to internet and email accounts. Provides administrative services such as password assignment, maintenance, and security troubleshooting. Records problems which occur and performs remedial actions to correct problems. Deletes data access of unauthorized users, specifies which users can access data bases, and administers and monitors program that controls user access to system. Plans, coordinates, and implements security measures to safeguard information in computer files against accidental or unauthorized modification, destruction, or disclosure. Reviews employee violations of computer security procedures, talks with employee to ensure that violation is not repeated, and reports violations to department managers. Maintains equipment replacement schedule and inventory records on all department owned computer hardware and peripherals.

Sees that all department personnel policies conform to EEOC standards, delegates authority to subordinates, and conducts roll call. Supervises department employees by inspecting appearance of equipment or personnel, assigning duty areas, assigning work schedules, and approving leave.

Evaluates employee work performance, reviews subordinate's reports, and discusses subordinate performance with supervisors. Oversees subordinates by providing assistance in technical areas of work, resolving employee complaints and grievances, counseling employees who are experiencing work problems, and writing employee evaluation reports. Maintains discipline among employees of the department by conducting corrective interviews and by recommending disciplinary action to the appointing authority.

Dispatches personnel, performs crowd control duties, and oversees patrols in an assigned area. Supervises disturbance calls and complaints. Directs searches of suspects, manages the crime scene, and oversees the collection of evidence. Supervises investigations relating to narcotics, thefts, burglaries, robberies, homicides, and forgeries. Reviews cases handled by investigative personnel to assist and advise officers and to see that all laws and procedures are followed. Works undercover and searches records which may provide information to assist in solving crimes or evidence. Oversees interviews and interrogations, apprehensions, raids, arrests, and testifies in court. Directs patrols for traffic violations, hazardous situations, and drivers suspected of being under the influence of alcohol or drugs. Investigates traffic accidents and provides for unimpeded movement of traffic at critical times. Patrols areas of the city where juveniles congregate, investigates reports of suspected child abuse and conducts conferences with juveniles and/or their parents. Investigates crimes when juveniles are suspected to be involved and attempts to locate juvenile runaways. Investigates crimes defined as sex offenses, receives reports from medical personnel, and apprehends persons suspected of committing sex offenses. Operates a firearm and practices use to maintain or improve efficiency. Uses self-defense when required to intervene in situations involving possible violence. Directs operations in situations involving snipers, hostages, bombs threats, and related situations and determines when special equipment such as tear gas or smoke bombs should be used.

Gathers information to be used in compiling budgets. Supervises field management of money and authorizes expenditure of funds. Reviews and signs purchase requisitions, vouchers for payment, or related financial records and sees that they are paid in accordance with departmental policy. Prepares expenditure estimates and purchases or recommends the purchase of equipment and supplies.

Supervises the general care, maintenance, and use of departmental equipment, motor driven vehicles, stations and grounds, and other related property. Gets estimates on repair costs, determines which repair services should be used, and arranges for repairs. Inspects equipment or property after repairs to see that repairs were properly accomplished. Prepares specifications on new department equipment for public bids, meets with sales representatives to review products, and maintains department inventory of supplies. Checks all police department equipment on a regular basis to assure that equipment is in correct operating condition.

Provides for the maintenance of accurate department records, determines what information should be included, and in what form this information should be kept. Develops new forms or revises old ones and personally completes all records required.

Answers telephone inquiries about operation of the police department or any related areas of law enforcement operations. Develops a training program for the department, serves as an instructor, and provides on-the-job training for department members.

Performs any related duties assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must possess a valid driver's license.

Applicant must possess one of the following: high school diploma, high school equivalency certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. Any Louisiana applicant who presents a home study diploma shall submit necessary documentation indicating Louisiana Board of Elementary and Secondary Education (BESE) approval of the home study curriculum. Non-Louisiana applicants shall be required to present proof of completion of a high school curriculum which has been accredited by the applicant's state, or its state-approved agency. A certification of completion shall not be sufficient to substitute for a diploma or equivalency certificate.

Must not be less than twenty-five (25) years of age.

Must have at least five (5) years of law enforcement experience with the Carencro police department, at least two (2) years of which must have been in positions which had significant duties related to administration and management of a major law enforcement function.