



OPERATIONS SUPPORT MANAGER

DEFINITION:

The Operations Support Manager assists with administrative and operational functions of the Sheriff's Office and provides managerial support to the command staff. The Operations Support Manager is a non-sworn (civilian) full-time employee.

DISTINGUISHING FEATURES:

Under the supervision of the Chief Deputy, the Operations Support Manager is responsible for overseeing and managing various administrative and operational functions within the Sheriff's Office to include managing the body worn and squad car camera program, completing statistical reports, managing the property and evidence function, completing sex offender registrations, assisting with records keeping duties, and any other assigned duty.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- Oversees and manages the Body Worn Camera and Squad Car Video Camera Programs to include reporting annual mandated statistics to the Illinois Law Enforcement Training and Standards Board
- Completes sex offender registrations.
- Maintains all evidence, found abandoned and safekeeping property in such a manner that the individual items are secure from theft, loss, or contamination, and can be located in an efficient manner.
- Maintain property inventory system with property notations of any and all actions associated with the property; "maintaining the chain of custody".
- Ensure the timely and legally correct notification of owners and the release/disposal of property recovered, found, or seized by the office.
- Operate computer terminals during case disposition research and to enter and retrieve other related information involving the classification and disposition of property items.

- Coordinate the disposal of unclaimed property and special disposal of narcotics, explosives, biological specimens, biohazard materials, firearms ammunition and firearms.
- Maintain a current knowledge of local, state, and federal laws involving property/evidence handling, storage and disposal.
- Deliver, or cause to be delivered, evidence to State and Federal labs for testing or analysis as appropriate.
- Compile property lists to be submitted to appropriate authority for an Order of Disposal.
- Monitor the status of evidence and property in custody, transferred temporarily for laboratory testing or analysis, and court presentation.
- Maintain all property storage facilities in a clean, orderly and efficient manner.
- Make all necessary and appropriate recommendations for changes to office policies and procedures related to the property and evidence control function.
- Be prepared to testify in court on cases related to evidence in your control and custody.
- Maintains office records as directed by the Investigations Lieutenant.
- May be assigned special projects or additional duties as needed.
- Completes any other assigned task.

SUPERVISION RECEIVED:

Work is performed within established policies and procedures under the supervision of the Chief Deputy, who reviews work for the effectiveness of services provided, user satisfaction and results achieved.

SUPERVISION EXERCISED:

The Operations Support Manager does not provide supervision to sworn or non-sworn members.

KNOWLEDGE AND SKILLS:

- Ability to handle sensitive and confidential information and materials in a professional manner.

- Excellent problem solving, interpersonal relations and technical skills as it relates to evidence/property.
- Knowledge in the laws, codes, and ordinances set by the Federal government, State government, and County.
- Ability to testify in court cases accurately and professionally regarding evidence that you have received, stored, transported, processed, or otherwise handled or disposed of.
- Ability to produce and maintain computerized databases.
- Ability to accurately maintain records and prepare reports.
- Ability to work under pressure, under constant deadlines, and with the public.
- Ability to communicate clearly in oral and written form.
- Good interpersonal skills.
- Ability exercise good judgment, initiative, and closure.
- Ability to handle scrutiny and channel criticism in a positive manner.
- Ability to work independently, and as a team member.
- A basic understanding of Microsoft Suite including Outlook, Word, Excel, PowerPoint, and Publisher.
- Works effectively and timely to analyze and resolve problems.
- Ability to be dependable, punctual, and timely with minimal supervision.
- Ability to organize statistical information and records.
- Perform basic research and prepare reports and recommendations to the Sheriff, administrative, and command staff.

TRAINING AND EXPERIENCE:

- Graduation from high school or the equivalent.

- Former police officer or law enforcement professional with prior experience working within the evidence/property function strongly preferred.
- Any combination of education and experience providing the required skill and knowledge for successful performance would be qualifying.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Work is normally performed in a typical interior/office work environment unless other duties require work in an outside environment. Must possess mobility to work in a standard office setting and use standard office equipment; stamina to maintain attention to detail and work on a computer for an extended period of time; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, or over the telephone. Requires the ability to exert moderate physical effort, including but not limited to, lifting, carrying, pushing and/or pulling, etc. of objects and materials of up to 50 pounds.

NECESSARY SPECIAL REQUIREMENTS:

- High school diploma or equivalent.
- Ability to maintain reasonable and customary attendance.
- Valid driver's license required.
- Must not be legally prohibited from possessing firearms.
- Minimum of 21 years of age.
- No felony convictions or disqualifying criminal history; must pass background investigation.
- U.S. Citizen.