

CITY OF HUNTINGTON BEACH
CLASS SPECIFICATION



TITLE: REAL TIME CRIME CENTER SUPERVISOR

PERSONNEL COMMISSION APPROVAL:
CITY COUNCIL APPROVAL:

JOB CODE:	TBD
EMPLOYMENT STATUS:	REGULAR FULL-TIME
UNIT REPRESENTATION:	HBMT
FLSA STATUS:	NON-EXEMPT
EEOC CODE:	TECHNICIANS

JOB SUMMARY

Under general direction, provides responsible and complex oversight of staff and support to assigned personnel in the Police Department Real Time Crime Center (RTCC) by utilizing available technology and information systems. Participates in proactive monitoring of available resources to aid in the prevention of crime. Adheres to, interprets, and applies Huntington Beach Police Department orders, directives, and best practices as well as pertinent federal, state, and local laws, codes, and regulations.

SUPERVISION RECEIVED AND EXERCISED

Report to: Police Captain or as assigned by the Police Chief
Supervises: Technical staff

DISTINGUISHING CHARACTERISTICS

The Real Time Crime Center Supervisor differs from the Real Time Crime Center Specialist in that the Supervisor performs the full range of supervision of staff in addition to performing duties of the Specialist.

EXAMPLES OF ESSENTIAL DUTIES:

- Leads a team of RTCC Specialists including coordinating training, scheduling, task delegation, performance evaluations, and other administrative functions
- Coordinates efforts of supervised shifts with directives from the RTCC Commander
- Monitors team workload and acts as a point of contact for requests within the Police Department
- Assists with the development of agency tactics, strategies and planning response to real time data and crime trends

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- Monitors RTCC information systems and dispatch frequencies in real time and provides assistance to officers as issues arise; identifies suspicious criminal activity and assists in effective response
- Assists agency with investigations by utilizing publicly available and specialized software provided for data mining and link analysis
- Operates and monitors internal and external surveillance cameras, alarms, and surveillance programs; reports any operational issues promptly
- Operates an Unmanned Aerial Vehicle (UAV)
- Effectively maneuvers multiple surveillance cameras to obtain a better understanding of situations, documents events, and assists with investigations regarding suspicious activity, property damage, or acts of violence
- Operates a variety of equipment for broadcasting of video and audio; maintains computers used to control multi-media devices and playback systems
- Maintains contact with units on assignment; monitors multiple radio frequencies; relays emergency and non-emergency information to public safety personnel
- Manages the collection of criminal intelligence data for entry into various information storage and retrieval systems; maintains inventory of media resources
- Creates written, verbal and video communications related to emergencies, intelligence information, and other public safety information; creates, edits, and disseminates department videos and written guidance, trend reports, media analysis, policy analysis, department newsletters, and various other communications to staff and the public
- Prepares intelligence reports, briefings, and summaries of investigations and operations; completes incident and after-action reports
- Participates in emergency planning, preparation, and response for live content feeds
- Researches new technological advances and recommends changes and new strategies to improve and increase effectiveness
- Tracks and analyzes intelligence at the local, state, and federal level to determine potential impact on the agency
- Provides customer service to police department staff by answering questions, addressing problems, providing technical guidance for their presentations and training staff in use and benefits of media systems
- Reports to work as scheduled and works various hours, including nights and weekends as required
- Maintains a regular and consistent attendance record
- Performs other related duties, as required

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The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.

MINIMUM QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Operational procedures, services, and activities of a Real Time Crime Center and/or Communications/Dispatch Center
- Modern public safety communications equipment including computer aided dispatch systems and multi-channel radio systems
- Law enforcement and emergency services procedures for responding to reported incidents
- Methods and techniques for receiving, prioritizing, and dispatching emergency and non-emergency calls for service
- Pertinent federal, state, and local laws, codes, and regulations
- Personnel management and supervisory practices
- Principles of intelligence gathering and analysis
- Incident Command System (ICS) and National Incident Management System (NIMS)
- Video production and post-production processing; file conversions for various platforms
- Web and social media dynamics, new media analytics, design, and marketing
- Third-party media delivery tools and their functions
- Methods and techniques of telephone etiquette and conflict resolution
- English usage, spelling, grammar, and punctuation
- Effective customer service and public relations techniques

Ability to:

- Work evenings, weekends, and holidays as required and be available for emergency situations for live content feeds
- Supervise, train, and evaluate assigned personnel
- Analyze information and intelligence, identify solutions, project consequences of proposed actions, make recommendations and participate in the implementation process in support of goals

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- Provide information to police units quickly and effectively, and speak clearly and concisely in an understandable voice via radio, telephone, and in person
- Hear and distinguish radio voice traffic within normal levels and over background noise
- Understand operations, obey safety rules, maintain confidentiality, and analyze problems, systems, and equipment
- Edit photographic images, videos, and multimedia products for optimal downloading and displaying in web browsers and broadcast media
- Accurately record and edit sound and effectively integrate sound into multimedia products
- Compile, arrange, and present information in a clear and concise manner
- Read and interpret maps and other navigational resources and give directions
- Work under pressure, think quickly, calmly, and clearly in emergency situations and perform multiple tasks simultaneously
- Maintain composure, alertness and concentration while working for extended periods of time
- Communicate effectively, both verbally and in writing, work cooperatively with other departments, city employees, city officials, outside agencies, contractors, and community members
- Effectively represent the city to outside individuals and agencies to accomplish the goals and objectives of the unit

Education: Bachelor's degree from an accredited college or university with a preference for Criminal Justice or similar studies.

Experience: Five (5) years of law enforcement-related experience in crime analysis, investigations, intelligence, police dispatch, or other related area including some lead or supervisory experience.

License/Certificates: A valid California Class C driver license with an acceptable driving record required by time of appointment and throughout employment.

Within six (6) months of appointment, must successfully complete CLETS requirements (training provided by the Department).

Within one (1) year of appointment, must successfully obtain FAA license to operate UAVs.

Certification in Crime & Intelligence Analysis preferred; POST Public Safety Dispatcher Certificate preferred

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SPECIAL CONDITIONS

Employees who may drive a city or personal vehicle in the course and scope of work shall be required to participate in the DMV Employer Pull Notice program.

Public Employee Disaster Service Worker: In accordance with Government Code Section 3100, all Huntington Beach city employees are required to perform assigned disaster service worker duties in the event of an emergency or a disaster.

Shift Assignment: Must be available to work all assigned shifts, including evenings, weekends, and holidays.

Background Investigation: Must successfully pass a comprehensive background investigation including a polygraph.

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

Incumbents must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing, and dexterity levels appropriate to the duties to be performed.

Work is performed in an emergency Real Time Crime Center environment and may require occasional travel to off-site facilities. Job duties involve sitting or standing for prolonged or intermittent periods of time, and reaching, bending, and twisting at the waist to perform desk work and operate office equipment, including a personal computer and keyboard. The operation of a personal computer also requires finger and wrist dexterity and the ability to withstand exposure to vibration, pitch, and glare from the computer. Employee must be able to safely lift and carry files, reports, and equipment weighing up to 25 pounds. Must be able to lift files and reports from counter tops or file drawers. The position involves extensive public contact requiring hearing and verbal communication over the radio, telephone, and various media sources. Incumbent must maintain professional composure and use good judgment in pressure situations.

Reasonable accommodation(s) for an individual with a qualified disability will be considered on a case-by-case basis.