

SUPPORT SERVICES COORDINATOR

DEFINITION

Under general supervision, plans, organizes and coordinates technical and administrative support for the Police Department. This includes effective storage, maintenance and destruction of property and evidence; crime lab responsibilities; court related duties; digital media evidence; fleet administration and performing related work as required.

SUPERVISION RECEIVED AND EXERCISED

The position will receive general supervision or direction from the Detective Sergeant. It involves providing technical and functional direction to patrol and administrative personnel.

CLASS CHARACTERISTICS

This is the fully qualified journey-level classification responsible for performing a variety of non-sworn law enforcement duties. Manages the full range of complex and difficult work related to those duties. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new situations arise and are fully aware of the operating procedures and policies of the division. Responsibilities encompass providing day-to-day support to both patrol and administrative divisions, contributing expertise as a professional resource for in-depth analysis, planning, or research needs. The role requires a blend of technical and programmatic skills, involving the interpretation and application of policies, procedures, and regulations. Additionally, incumbents interpret and apply local, state, and national laws. Position involves collaboration with the San Mateo County District Attorney's Office, San Mateo County Crime Lab, Criminal and Traffic Courts, as well as allied agencies.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Property and Evidence

- Manages the RIMS PropRoom database as the administrator.
- Issues, releases, destroys, and disposes of evidence and property in accordance with department policy; and issues, receives; processes disposition reports for those actions.
- Upholds chain of custody procedures.
- Responsible for the receipt, storage, preservation, and maintenance of evidence and other property within a secured area in accordance with applicable local, state, and federal laws, regulations, and procedures.
- Uses computer systems to perform continuous updates in evidence management databases for all evidence received, released, and disposed.
- Assist in developing, implementing, and evaluating goals, policies, and procedures. Maintains accurate and complete records of evidence, including chain of custody documentation for

evidentiary items to ensure integrity of evidence security and meet requirements for effective prosecution.

- Ensure compliance with and dissemination of information regarding property and evidence policy, procedures and regulations as established by police policy and procedures, the Penal Code, and applicable laws.
- Accesses computerized records management systems and court programs for property related to active cases; names of suspects, associated persons and interested parties; and the disposition of cases.
- Release and purge property and evidence in accordance with federal, state, and local laws and regulations; prepare evidence and property for auction, donation, disposal upon completion of court proceedings.
- Safe working practices for receiving, storing, transporting, releasing, and disposing evidence such as weapons, ammunition, narcotics, samples of body fluids, and objects that have been contaminated with body fluids; methods used to store and secure evidence, supplies, and equipment.
- Prepare all required permit applications for the disposal of hazardous materials and request the appropriate judicial approvals for the disposal of narcotics and firearm evidence in accordance with the law.
- Conduct quarterly audits and annual inventories of property facility.
- Provide ongoing training to police personnel about all aspects of packaging and submission of property and evidence.
- Review and prepare evidence for submittal to outside agencies or County crime laboratories for analysis, including packaging, securing, and preserving evidence items, preparing required forms, and submitting forms with evidence.
- Attend training as assigned.
- Knowledge and mechanics of record-keeping associated with storage, taking of inventory, and safeguarding various types of property.
- Prepare correspondence to victims of crime, owners of evidence and recovered property.
- Computer terminal operations related to the entry and retrieval of information pertaining to property and evidence.
- Basic law enforcement organization, activities, terminology and rules and procedures.
- Process and procedure for handling and disposing of hazardous materials.
- Process and procedure for the safe handling of firearms.
- Federal, state, and local laws pertaining to weapons possession.

Crime Lab

- Evaluation of officer packaging and preservation of evidence items to be transported to the lab.
- Review of written documentation in crime reports that document property submission to the lab.
- Entry of evidence submissions into San Mateo Crime Lab THEMIS database.
- Transport of evidence for analysis and processing.
- Transport of evidence to and from the crime lab.
- Retrieve completed analysis reports from the THEMIS database and distribute the results to the appropriate personnel.

- Point of contact for analysis results linking testing of firearms, ammunition, assault kits and DNA to Atherton cases.
- Prepares statistical reports upon request.

Digital Media Evidence

- Manage the AXON Evidence database, ensuring its smooth operation and efficient organization.
- Responsible for production of all digital media recordings (body worn cameras, in-car video, 911 calls, radio traffic, surveillance footage, photos, etc.)
- Proactively saves digital media for larger cases in anticipation of Discovery requests.
- Completion of District Attorney memorandums requesting digital media records to be routed via Axon Evidence software.
- Ensure that all digital media is retained, archived, and purged in accordance with Department policies and procedures and that those procedures comply with federal, state, and local legislation, as well as relevant case law.
- Perform video and audio redaction of digital media files.
- Perform a yearly audit as well as regular review of the department digital evidence drive.
- Trains officers in the use of the digital evidence drive.
- Oversee digital evidence saved by officers to the drive.
- Process officers recording requests for criminal and traffic court appearances upon request.
- Provide court testimony regarding Department protocols and system security.
- Liaise with allied agencies as needed.

Court Officer

- Track criminal case filings, proceedings, and dispositions, maintaining up-to-date records of legal actions.
- Monitor District Attorney E-subpoena database for criminal case subpoenas, ensuring timely and accurate processing.
- Act as the administrator of the E-subpoena database, overseeing its functionality and data integrity.
- Add, update, cancel appearances in Department scheduling database for criminal and traffic court appearances.
- Process traffic subpoenas for Law Enforcement personnel, handling the necessary paperwork and logistics.
- Prepare documents for service of criminal subpoenas to the public and enter subpoenas into RIMS Records citizen subpoena database.
- Prepare statistical reports for the above upon request.

Fleet Management

- Administer the RIMS Vehicle Maintenance file, ensuring accurate and up-to-date records of all fleet-related activities.
- Act as the primary contact for California Department of Motor vehicles; completes, submits, and maintains fleet related paperwork; submission vehicle registration and renewal of exempt and undercover vehicles on yearly basis.

- Serve as point of contact for Government Fleet Smog Check Program.
- Document all costs associated with vehicle fleet in RIMS Vehicle Maintenance file.
- Coordinate with the Redwood City Corporation yard for scheduling of routine vehicle maintenance, exigent repairs, as well warranty work with various vehicle dealerships.
- Transport vehicles for service as necessary.
- Obtain quotes and schedule vehicles for repair with outside vendors.
- Complete yearly report to Silicon Valley Clean Cities Coalition regarding hybrid vehicle use.
- Prepare yearly reports for budgetary review.
- Oversee yearly vehicle fleet audit, submits results to Command staff.
- Order vehicle supplies as needed.

Asset Management

- Manage the Asset Management Database, overseeing the accurate recording and tracking of various assets within the police department.
- Maintain accountability of:
 - patrol equipment - Portable radios, pic mics, flashlights, evidence kits, fingerprint kits, PD gate openers, corporation yard entry fobs.
 - Vehicle equipment – Cellular phones
- Assign equipment to officers and police vehicles.
- Send equipment for repair.
- Obtain quotes for equipment purchase and replacement.
- Keep overflow stock for needed replacement.
- Cultivate and collaborate with vendors for equipment purchasing and/or repair.

Police Dispatch Coverage: Provide breaks and shift coverage, as needed.

QUALIFICATIONS

knowledge of:

- Pertinent job procedures in assigned areas of responsibility can function quickly and apply them without supervision.
- Functions, principles, and practices of law enforcement agencies.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Principles, practices, laws, and rules pertaining to the custody and handling of varied forms of police evidence, including processing, storage, and chain of custody records.
- Local, state, and federal law enforcement and other commonly used databases.
- Organizational and time-management skills to meet deadlines.
- Able to operate standard office equipment other than computers.
- Principles and practices of data collection and report preparation.
- Research techniques and procedures.
- Basic math and statistical analysis.
- Principles of evidentiary record keeping.
- Modern office practices, methods, and report preparation.

- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.
- Microsoft Office Suite and Google Drive.

Ability to:

- Manage multiple concurrent deadlines.
- Adapt to unforeseen interruptions in workflow.
- Develop and maintain various inventory records.
- Ensure adherence to pertinent local, state, and federal laws, as well as local policies, procedures, and regulations, governing the acceptance, storing and release of property, evidence, and firearms.
- Document, maintain the physical integrity and control and the chain of custody of, and properly store, release, and purge property and evidence.
- Train personnel in duties associated with various job responsibilities.
- Review property and evidence submissions, return for correction as needed.
- Make accurate statistical computations.
- Filter, display and share data in a clear, and concise manner.
- Prepare letters, memos, and other documents using word processing, spreadsheet, database, or presentation software.
- Write clear, concise, and detailed reports.
- Organize, maintain, and update Department database and records systems.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

Equivalent to a bachelor’s degree from an accredited college or university with course work in administration of justice, public administration, statistical analysis, or associated field. An acceptable substitution would be working in a law enforcement environment with experience handling property and evidence, court duties, or other related responsibilities.

LICENSES AND CERTIFICATIONS:

All licenses and certifications must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver’s license and a satisfactory driving record.

SPECIAL REQUIREMENTS:

Physical Skills

Must possess the physical strength, stamina, and agility adequate to perform work that will be performed under a variety of conditions, both indoors and outdoors. Must have the ability to push, lift, pull and carry large and or awkward objects. Occasional exposure to odors, chemicals blood, hazardous substances, and bodily fluids. Work is performed primarily in an office setting with occasional off-site assignments. May sit or stand for prolonged periods of time depending on the work being performed. Uses a computer keyboard and related equipment. Hearing and speech sufficient to communicate in person and over the telephone and radio. Walks to retrieve work files or to other departments or office locations; leaning, bending, and stooping to perform work behind a desk; drive standard police vehicles.

Environmental Elements

Employees work in an office environment with moderate noise levels and controlled temperature conditions. Employees may be exposed to blood and other biological/infectious agents, as well exposure to hazardous physical substances when handling and disposing of property.

Ability To

Drive safely to different sites and locations. Available to work nights, weekends, on-call, and stand-by. Work in exposure to difficult circumstances. Can pass a detailed background investigation.