

# **SNOHOMISH COUNTY JOB DESCRIPTION**

## **TECHNICAL SERVICES SUPERVISOR**

Spec No. 6178

### **BASIC FUNCTION**

The primary duties of this class are in support of the County's law enforcement support function. Responsibilities include supervising employees in the judicial or records unit; providing services regarding civil and criminal court processes to law enforcement agencies and citizens; making recommendations to establish policies and procedures for staff; issuing licenses; and fingerprinting of sex offender registrants and other applicants.

### **STATEMENT OF ESSENTIAL JOB DUTIES**

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Supervise, coordinate, assign, and evaluate work of all unit staff; participate in making decisions regarding personnel issues; provide training for unit staff as necessary.
2. Process and maintain custody of confidential and sensitive office information and criminal history according to law; organize, maintain, and oversee master files of the unit and/or office.
3. Monitor, process, and verify time sheets for unit staff; schedule and coordinate staff time; prepare and monitor monthly unit schedule; prepare employee evaluations.
4. Develop and recommend procedure changes; implement approved changes; maintain procedure manuals.
5. Provide information to the public and to other law enforcement agencies regarding services provided by unit; resolve technical problems and complaints of a non-criminal nature; direct inquiries to appropriate source for information.
6. Monitor the scheduling and coordinating transportation of prisoners for extradition to Snohomish County from other jurisdictions; make travel arrangements for staff as required to complete extradition.
7. Respond to various court orders; testify in court as needed; maintain caseload of unit duties as required by state statutes.
8. Maintain and process documents; prepare returns and affidavits; prepare and/or approve correspondence to attorneys, courts, law enforcement agencies, and the public in response to requests for services requiring in-depth knowledge of legal or regulatory requirements; review and approve office reports prepared by unit staff; research methods for improving service to customers.
9. Coordinate unit activities with other divisions and with outside law enforcement agencies to ensure optimum efficiency and the timely transfer of information.

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Spec No. 6178

### STATEMENT OF ESSENTIAL JOB DUTIES (continued)

10. Monitor unit finances; compile all related statistical and technical information; monitor the collection of fees for services; process funds related to court orders; responsible for balancing fees, preparing and making deposits of funds to the Treasurer's Office; monitor purchases of unit supplies and equipment.

### STATEMENT OF OTHER DUTIES

11. Supervise the issuance of concealed pistol licenses and the denial/approval of pistol transfers in accordance with federal, state and county statutes, rules and regulations.
12. Responsible for and may perform the duties of unit staff.

### MINIMUM QUALIFICATIONS

Five (5) years of current work experience in the Snohomish County Sheriff's Office, including at least two (2) years of work experience as a Law Enforcement Technician, Lead, in either the Judicial Services or the Records Unit; OR any equivalent combination of training and/or experience which provides the required knowledge and abilities. This is a promotional position for current employees of the Sheriff's Office only. Must pass job related tests.

### LICENSING/SPECIAL REQUIREMENTS

Must be a lawful permanent resident or United States citizen; minimum 21 years of age, no maximum age. Washington State Driver's License, unrestricted except as to vision, is required at time of appointment.

Must pass a Civil Service examination, and pre-employment examinations, which may include, but are not limited to, a complete background investigation, fingerprinting, criminal record check, and a polygraph examination. A psychological evaluation may also be required.

### KNOWLEDGE AND ABILITIES

Knowledge of:

- law enforcement environment
- computer applications and software systems
- public disclosure laws
- work related laws, codes, statutes and regulations
- legal terminology related to unit of responsibility
- supervisory methods and techniques
- office practices and procedures

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Spec No. 6178

### KNOWLEDGE AND ABILITIES (Continued)

Ability to:

- communicate effectively, both orally and in writing, with people regardless of age, sex, social, economic, cultural or ethnic backgrounds, including hostile, angry and distraught individuals
- leadership and training ability
- provide customer service
- maintain confidential records and prepare reports as needed
- establish and maintain effective interactive working relationships with County employees, staff of other agencies; and the public
- problem solving and skill in analyzing situations
- exercise good judgment to make decisions on critical issues in stressful situations
- work independently under pressure, meeting deadlines and coping with interruptions
- accountable for accuracy of unit work
- interpersonal skills to promote a positive work environment
- sensitivity to political issues and environment
- efficiently operate computer equipment

### SUPERVISION

Employees receive direction from an office administrator as assigned. Work is reviewed through periodic meetings, status reports and by evaluation of results obtained. Employees are responsible for the quality and quantity of work produced by unit staff.

### WORKING CONDITIONS

Positions in this class typically require constantly focusing on a computer screen for two or more hours per day; precise control of fingers and hand movements; daily dealing with distraught or difficult individuals; daily crouching, bending, kneeling, and/or climbing; daily lifting, moving and/or retrieving documents weighing up to 35 pounds. Work is performed in a shared office environment. Driving is required to attend off-site meetings, responding to work location during emergency situations and for call back. Shift, holiday and weekend work may be required.

Snohomish County is an Equal Employment Opportunity (EEO) employer. Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

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Class established Pre-1981 as Judicial Services/Records & Information Office Manager

Revised 06/84; 03/86; 03/88; 01/90; 12/93; 08/94, 06/18

Class re-titled Office Supervisor 01/86; Technical Services Supervisor 01/90

EEO Category: 6 – Administrative Support

Pay Grade: 237 – Classified Pay Plan

Workers Comp: 5306 Non-Hazardous

Approved by the Snohomish County Civil Service Commission January 3, 2001.

Approved by the Snohomish County Civil Service Commission June 6, 2018.