


TOWN OF WINDHAM

Position Title: Captain Support Services Date: _____
Department: Police Department Incumbent: _____
Reports to: Police Chief Supervisor: _____
Classification: Exempt (M2) Town Manager: 

General Summary:

This is responsible administrative and supervisory position assisting the Chief of Police in carrying out the activities of the Police Department including, supervision of the entire Support Services Division which includes: the Criminal Investigation Division (Narcotics Investigation), Detective Sergeant (Court Liaison Officer), Community Services Officer, Property Room Officer, Records Section. Responsibilities include dealing effectively with members of the department and the public concerning department activities, Work is evaluated on daily observation and results.

Essential Functions:

- Perform work in division supervision, personnel scheduling, field report review, and may serve as Acting Chief in the absence of the Chief of Police.
- Perform work in personnel administration and provide advice and assistance as necessary.
- Supervise investigations of serious offenses by the Criminal Investigation Division.
- Release all necessary information required by the Freedom of Access law, as directed; maintain a cooperative relationship with the media.
- Plan and directs police training programs with the assistance of the Chief of Police.
- Participate when necessary in departmental crime enforcement programs including detection and prevention.
- Assist the Chief of Police in planning, formulating and delegating work methods and procedures to be performed by members of the Support Services Division.
- Supervise and communicate with the Community Services Officer concerning assignments, progress reports, and other pertinent aspects of cases.
- Supervise and communicate with the Court Officer concerning court cases and required reports; ensure that prosecutorial procedures are followed to ensure favorable outcomes.
- Supervise and communicate with the "Keeper of Record" concerning field reporting forms, records keeping, statistical analysis, and other required record keeping.
- Supervise and communicate with the Communications Officers concerning assignments, progress reports and other pertinent aspects of the Communications Section.
- Supervise and oversee payroll submissions.

Other Duties/Responsibilities:

- Perform other work as may be required in support of the Police Department.

Competencies:

- Knowledge of police administration and criminal investigation techniques.
- Knowledge of pertinent laws and ordinances.
- Knowledge of the rules and regulations of the department.

- Ability to plan, schedule, delegate and supervise the work of a large number of subordinates performing various functions pertaining to police activities; and to develop proper training and instructional procedures for those employees.
- Ability to maintain a high level of effective police discipline and morale.
- Ability to communicate successfully, verbally and in writing, and to effectively represent the department to the media and the public.
- Ability to communicate principles, procedures, and techniques of law enforcement effectively to other police officers in training sessions.
- Knowledge of Federal Criminal Laws; crime scene searches; and securing, classifying and preservation of evidence.
- Knowledge in court procedures, testimony and reports required for appropriate prosecutorial efforts.
- Knowledge in the juvenile laws and the procedures for disposition of juvenile cases.
- Knowledge of record keeping procedures and business practices.
- Ability, enthusiasm and perseverance in conducting and supervising investigations and the interest in keeping abreast of current investigation practices.
- Ability to maintain a cooperative working relationship with Federal, State and County law enforcement agencies; and to deal fairly and courteously with subordinates and the general public.
- Ability to analyze the situations quickly and objectively and to determine the appropriate course of action.
- Skill in the use and proper care of firearms.

Required Education/Experience:

- High school graduate or equivalent; college degree in related field preferred;
- Successful completion of approved courses in police procedures and/or administration; and at least three (3) years of experience in command supervision within the department; or
- Any equivalent combination of education and experience which demonstrates possession of the necessary knowledge, skills and abilities.

Additional Eligibility Qualifications:

- Ability to operate computer keyboard, typewriter and calculator key pad with one hand.
- Ability to read and write at a 12th grade level.

Working Conditions/Physical Demands:

Moderate physical effort required; normally seated or standing with freedom of movement on a regular basis; operating office equipment, and handling books and supplies. Extensive periods may be spent standing or operating a computer and using hands and wrists in frequent repetitive motions. Interaction with others via face-to-face communication, telephone, email, and written correspondence; flexibility of motion; ability to lift up to 50 pounds.

The above statements are intended to describe the general nature and the level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

EEO Statement:

The Town of Windham provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In

addition to federal law requirements, the Town complies with applicable state and local laws governing nondiscrimination in employment in every location in which the Town has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation and training.