

SANTA CLARA POLICE DEPARTMENT GENERAL ORDER 21.5

CLASSIFICATION AND DELINEATION OF DUTIES: ADMINISTRATIVE SERVICES DIVISION

AMENDED DECEMBER 2014

21.5.1 Chief of Police

EXECUTIVE POWER: The Chief of Police shall be the Chief Executive Officer in the Police Department. He/she shall be responsible for the execution of all laws and ordinances and the rules governing the Police Department. He/she shall have the power to promulgate such orders to the police force as may be deemed proper from time to time, said orders to be written or oral.

PERMITS AND LICENSES: The Chief of Police possesses powers of general police inspection and supervision over all classes of business for which it is necessary to secure permits or licenses from the City pursuant to provisions of the Santa Clara Municipal Code. The Chief of Police may refuse to issue any permit that is subject to department investigation when it shall appear that the character of the business or of the applicant requesting such permit or license does not warrant the issuance thereof. He/she may recommend the revocation of any permit or license as soon as it shall appear that the business or calling of the person to whom it was granted is conducted in a disorderly or improper manner or that the person holding such license or permit, or any of their employees, violates any Federal or State Statute or City Ordinance in connection with the operation of said business.

TRANSFERS AND SUSPENSIONS: The Chief of Police shall have control, management and direction over all members of the Department in the lawful exercise of the Chief's functions with exclusive power to assign any member to any detail, division or unit of the Department or to detail any of them to such public service as the Chief may direct. Where the Police Chief deems it advisable to suspend an employee for cause, he shall promptly report in writing to the City Manager for the facts of the case and his recommendations for suspension. Following this, the City Manager, pursuant to the authority granted in the [City Charter](#) and the [Civil Service Rules & Regulations](#), shall determine the action to be taken.

CONTROL OF POLICE PROPERTY: The Chief of Police shall have custody of all the property of the City of Santa Clara in use by the Police Department and shall be responsible for its safety and care and shall permit none of it to be used for private purposes or to be loaned or to be moved without proper authority.

DISCIPLINE: The Chief of Police shall devote his/her whole time to police work. He/she shall see that all orders and processes issued by the Court are promptly executed. He/she shall maintain and enforce law and discipline so as to secure complete efficiency in the Department.

INSTRUCTION AND INSPECTION: The Chief of Police shall instruct the Captains in all branches of their duty and see that they give similar instruction to their subordinates. He/she shall inspect, or cause to be inspected, the police officers and other personnel, on-duty, and note

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any appearance of neglect, carelessness or improper performance of duty on their part. In the performance of his/her duty, he/she shall be assisted by such officers as may be detailed from time to time for this purpose.

TRAINING: The Chief of Police shall direct members of the Department to participate in regularly scheduled firearms training and qualification.

CHARGES: The Chief of Police shall cooperate with and aid the Civil Service Commission in administering the merit system by filing complete reports of the records of credits, suspensions or charges preferred against members of the Department.

MEETINGS: The Chief of Police shall attend meetings of the City Council when requested by the City Manager and/or City Council.

RULES AND REGULATIONS: The Chief of Police may prescribe rules and regulations as may be necessary for the efficient operation of the Department.

21.5.2 Assistant Chief of Police

GENERAL RESPONSIBILITIES: The Assistant Chief shall report directly to the Chief of Police and assist him/her in the execution of the duties of the Chief's Office and shall have such powers and perform such other duties as the Chief from time to time may direct.

The Assistant Chief shall, in the absence of the Chief, act in his/her stead and during such absence shall possess all the powers of the Chief in the conduct of the business of the Department and in carrying out the orders and policies of the Chief. He/she shall not alter, revise or countermand such orders or policies of the Chief of Police except in case of emergency.

The Assistant Chief shall exercise supervision over the routine work of the Office of the Chief, receive reports forwarded to that office and refer to the Chief all matters of importance requiring his attention. He/she shall give such information as may be desired upon police questions and act on or dispose of them in accordance with the policies of the Chief.

21.5.3 Captain Assigned to Administrative Services

GENERAL RESPONSIBILITIES: The Administrative Services Captain shall be responsible to the Assistant Chief of Police.

COMMUNITY SERVICES UNIT: The Services Division Captain is responsible for the operation of the Community Services Unit. The Community Services Unit is composed of the Crime Prevention program, the School Services program, Permits and the Police Activities League (PAL).

NUISANCE SUPPRESSION UNIT (NSU): The Services Division Captain is responsible for the operation of the Nuisance Suppression Unit (NSU). NSU is comprised of the NSU Sergeant, Officer, Alarms CSO, and Permits CSO.

COMMUNICATIONS: The Administrative Services Captain shall be responsible for the operation of Communications.

SUPPORT FUNCTIONS: The Services Division provides a wide variety of support functions for the department, and the Services Captain is responsible for each of the support functions. These functions include:

- A Property and Evidence program responsible for receiving, storing and disposing of all property and evidence that comes into possession of the police department.
- Providing for the storage of all pre-digital department photos and providing citizen fingerprinting.

21.5.4 Lieutenant Assigned to Administrative Services (Community Services)

GENERAL RESPONSIBILITIES: The Lieutenant assigned to the Community Services Unit shall be responsible to the Administrative Services Captain.

He/she shall have charge and control over the police personnel assigned to the Community Services Unit, subject to the orders of the Administrative Services Captain.

The lieutenant will have managerial and operational responsibility for the following programs:

- Crime Prevention
- School Services
- Permits/Licensing
- Police Activities League (PAL)
- Citizens Police Academy (CPA)
- Volunteer Program
- Nuisance Suppression Unit (NSU)

CONDUCT: The Community Services Lieutenant shall be responsible for the conduct and efficiency of the persons under his/her command.

COORDINATION: The Community Services Lieutenant shall coordinate the activities under his/her supervision and ensure the effective and efficient use of all Department resources in achieving the Department's goals and objectives. He/she shall be responsible for the evaluation and motivation of his subordinates.

MISCELLANEOUS DUTIES: The Community Services Lieutenant shall perform other required tasks that may be assigned to him/her.

21.5.7 Sergeant Assigned to Administrative Services

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GENERAL RESPONSIBILITIES: A Sergeant of the Administrative Services Division will function as a supervisor whenever subordinate employees are assigned to him/her. This could be a regular assignment to his/her specific detail or a short-term assist on an individual case. Sergeant assignments include: Crime Prevention, School Services, Internal Affairs, Personnel and Training.

INTERNAL AFFAIRS: A Sergeant assigned to the Internal Affairs function in the Professional Standards Unit will be responsible for the proper investigation of all cases assigned to him/her, with appropriate written and oral reports provided to the Chief's office via the chain of command.

TRAINING: The Sergeant assigned to Training shall be responsible for planning and coordinating all non-specialized training for the department. He/she shall also have supervisory responsibility for the police officer assigned as the departmental Rangemaster, as well as the Office Specialist assigned to Training.

PERSONNEL: The Sergeant assigned to the Personnel function shall be responsible for administering all aspects of the hiring process to include testing and background investigations. He/she shall coordinate and provide for any logistical needs of newly hired police officers while attending the police academy.

NSU: The Sergeant assigned to NSU shall be responsible for the supervision and administration of the unit, and for investigating and resolving various reported and discovered quality of life issues and concerns that cannot be easily addressed with a routine patrol response. These issues can range from criminal complaints, to code violations, to neighborhood disputes. The Sergeant assigned to NSU will supervise the NSU Officer as well as the Unit's assigned CSOs.

21.5.8 Space reserved for future use.

21.5.9 Communications Operations Manager

GENERAL RESPONSIBILITIES/DUTIES: The Communications Operations Manager shall report directly to the Services Division Captain. He/she shall supervise the dispatch unit staff, direct maintenance and upgrades of the operating equipment associated with the dispatch operation, maintain unit records, and be responsible for liaison with the unit's vendors. The Communications Operations Manager will be responsible for keeping up to date with technical advances and opportunities regarding the operation of the dispatch unit. He/she will also perform such activities as assigned by the Division Captain.

21.5.10 Communications Administrative Analyst

GENERAL RESPONSIBILITIES/DUTIES: The Administrative Analyst assigned to the dispatch unit works under the supervision of the Communications Operations Manager. He/she is responsible for Emergency Medical Dispatch and all of its components. The Administrative Analyst assists other City Departments and outside agencies for delivery of appropriate records and information. He/she will also perform such activities as assigned by the Communications Operations Manager.

21.5.11 Senior Communications Dispatcher

GENERAL: Senior Communications Dispatchers work under the supervision of the Communications Operations Manager and are responsible for the day-to-day operations of each dispatch shift. They perform other duties as assigned by the Communications Operations Manager

SUPERVISION: Senior Communications Dispatchers supervise the positions of Communications Dispatcher III, Communications Dispatcher II, and Communications Dispatcher I. They supervise and evaluate the work of subordinate employees.

21.5.12 Communications Dispatcher III

GENERAL: Communications Dispatcher III's work under the supervision of a Senior Communications Dispatcher. They are responsible for public safety dispatch duties.

SUPERVISION: Communications Dispatcher III's supervise the positions of Communications Dispatcher II and Communications Dispatcher I in the absence of a Senior Communications Dispatcher. They assist in the evaluation of subordinate employees.

21.5.13 Communications Dispatcher II and I

GENERAL: Communications Dispatcher II and I work under the supervision of a Senior Communications Dispatcher or a Communications Dispatcher III. They are responsible for public safety dispatch duties.

Additional specific information on Dispatch functions and responsibilities are covered in the Dispatch Manual, which is maintained in the Dispatch Unit.

21.5.15 Communications Technician II

GENERAL: Communications Technician II work under the supervision of the Communications Technical Services Manager. They are responsible for the maintenance, installation, and repair of the City's radio communication equipment and the City's communications infrastructure. They perform other duties as necessary.

SUPERVISION: Communications Technician II supervises the position of Communications Technician I in the absence of the Communications Technical Services Manager.

21.5.16 Communications Technician I

GENERAL: Communications Technician I work under the supervision of the Communications Manager or Communications Technician II. They are responsible for the maintenance, installation, and repair of the City's radio communication equipment and the City's communications infrastructure. They perform other duties as necessary.

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Additional specific information on Technical Services functions and responsibilities are covered in the Technical Services Manual, which is maintained in the Technical Services Unit.

21.5.17 Police Officer Assigned to Administrative Services

GENERAL: A police officer assigned to the Administrative Services Division can be in one of the following positions: PAL Director, School Resource Officer/DARE, Permits Officer, NSU Officer, or Range Master.

PAL DIRECTOR: The officer assigned to the Police Activities League Executive Director position shall report to the Chief of Police. This person will assist in the development and implementation of programs designed to involve youth in sports and other recreational activities. He or she shall also maintain liaison with the community and local government to determine the social and recreational needs of the youth of Santa Clara.

SCHOOL RESOURCE/DARE OFFICER: Officers assigned to this position are resources to individual schools, the school district administration, and are liaisons to other juvenile related agencies. Through instruction in the classroom, as well as informal interactions and formal counseling, a relationship of trust and interdependence is formed.

PERMITS: This position reports to the NSU Sergeant, and is directly responsible for working with taxicab companies, towing companies, massage establishments, bingo operations, adult bookstores, gun dealers, pawn shops, tattoo parlors, psychics, solicitors and carnivals to ensure that all rules and regulations are followed.

RANGE-MASTER: A police officer assigned to this position reports to the Training Sergeant. This individual is responsible for planning, scheduling and coordinating all efforts related to the operation of the police pistol range, including tracking officer qualifications. Additionally, this individual shall be responsible for the regular maintenance of all city-owned firearms. The Range-master shall also develop qualification courses for sworn departmental personnel.

NSU: The NSU Officer is responsible for investigating and resolving various reported and discovered quality of life issues and concerns that cannot be easily addressed with a routine response. These issues can range from criminal complaints, to code violations, to neighborhood disputes. The NSU Officer reports to the NSU Sergeant.

21.5.18 Community Service Officer Assigned to Administrative Services

GENERAL: A Community Service Officer (CSO) assigned to Administrative Services can be in a number of assignments, including: Property/Evidence, Equipment, Crime Prevention and School Services, or Permits. Supervisory and job responsibilities depend on assignment. All CSO's shall wear the assigned uniform, unless special arrangements have been made with individual supervisors.

21.5.19 General Requirements

DRESS AND APPEARANCE: All personnel assigned to the Administrative Services Division who are not in uniform shall comply with the dress standards described in [General Order 92.1](#).

HOURS: All employees assigned to the Administrative Services Division shall work such hours that may be designated by the Chief of Police.

21.5.20 Records Specialists

GENERAL: Records Specialist II is a civilian uniformed position with the responsibility of performing complex specialized record keeping tasks related to police functions using automated and manual systems.

TYPICAL TASKS: Under general supervision, Records Specialists perform record keeping tasks related to police functions, conduct prisoner searches, operate a two-way police radio, answer telephone calls, and assist citizens at the front desk.

Additional specific information on Records functions and responsibilities are covered in the Records Manual, which is maintained in the Records Unit.