

Police Operations Support Specialist – Job Description

Overview

The Police Operations Support Specialist provides critical administrative, technical, and logistical support to ensure efficient daily operations within the police department. This role assists sworn and civilian personnel, supports compliance with departmental policies, and contributes to effective service delivery to the community.

Key Responsibilities

- **Administrative Support:** Coordinate meetings and briefings, maintain departmental records and case-related documentation, prepare operational and statistical reports, and support personnel with routine and specialized administrative tasks.
- **Technical Support:** Provide first-level assistance for police systems, including incident-reporting software, communications platforms, and department-issued equipment. Support hardware/software setup and monitor system performance to maintain operational readiness.
- **Process Implementation & Improvement:** Assist in implementing new operational procedures, support workflow improvements, and monitor performance indicators to ensure alignment with departmental standards and public-safety objectives.
- **Cross-Division Coordination:** Act as a liaison between patrol, investigations, communications, and administrative divisions to facilitate clear communication and timely resolution of logistical or scheduling issues.
- **Inventory & Equipment Management:** Maintain accurate records of departmental equipment, uniforms, technology assets, and supplies. Coordinate procurement processes and vendor interactions to support operational continuity.
- **Compliance & Risk Management:** Support adherence to departmental policies, state and federal regulations, and criminal-justice standards. Assist in identifying potential operational risks and reporting concerns appropriately.
- **Operational Reporting:** Collect, verify, and analyze operational data to prepare performance summaries, staffing reports, call-volume analyses, and other materials used for command staff decision-making.

Required Skills

- **Technical Knowledge:** Familiarity with police information systems, databases, CAD/RMS platforms, and Microsoft Office. Ability to learn and support specialized law-enforcement technology.
- **Professional Communication:** Ability to communicate clearly and effectively with sworn officers, civilian staff, other government agencies, and members of the public.
- **Analytical & Problem-Solving Skills:** Ability to interpret data, identify operational issues, and recommend solutions consistent with departmental policies.

- **Time & Project Management:** Demonstrated ability to balance multiple assignments, maintain deadlines, and support time-sensitive operations.
- **Attention to Detail:** Ensure accuracy in documentation, reporting, and recordkeeping, particularly for materials impacting investigations or compliance.
- **Adaptability:** Ability to adjust to evolving operational priorities, technology updates, and procedural changes.
- **Teamwork & Service Commitment:** Work collaboratively with colleagues and support the department's mission of public safety and community service.

Qualifications & Education

- **Education:** Bachelor's degree in Business Administration, Criminal Justice, Public Administration, Operations Management, or a related field. Equivalent experience or relevant certifications may be considered.
- **Experience:** Prior experience in operational support or administrative roles within a police department, public-safety agency, or government environment is preferred. Experience with data analysis, process improvement, or technical support is beneficial.

Work Environment & Career Outlook

This position is typically office-based but may involve coordination with multiple police divisions and external agencies. As police operations continue to integrate technology, data-driven processes, and cross-department coordination, demand for skilled operations support personnel remains strong.

Summary

The Police Operations Support Specialist is an essential part of the department's operational infrastructure. By providing administrative, technical, and analytical support, the specialist enhances efficiency, supports compliance, and strengthens the department's ability to serve and protect the community.