

Support Services Supervisor

City of Laguna Beach

Salary: \$118,999.00 - \$167,420.00 Annually

Location: CA 92651, CA

Job Type: Full-Time

Job Number: 202601060

Department: Police

Division: Professional Services

Description

The City of Laguna Beach Police Department is seeking a skilled and motivated Support Services Supervisor to lead and oversee critical administrative and operational functions that support public safety services. This position plays a key role in supervising professional staff, ensuring compliance with applicable laws and regulations, and maintaining efficient workflows across assigned support service units.

This role will oversee Communications/Dispatch and may oversee Records. The ideal candidate is a collaborative leader with strong organizational skills, sound judgment, and experience in a public safety or professional office environment. This is an excellent opportunity to contribute to a high-performing Police Department while supporting essential services that serve the community every day.

What You'll Be Great At

- Supervising and supporting support services staff
- Communicating effectively with staff, leadership, agencies, and the public
- Managing daily operations for Communications and/or Records
- Ensuring compliance with applicable laws, policies, and regulations
- Scheduling, training, and evaluating staff performance
- Developing and maintaining procedures and workflows
- Handling confidential and sensitive information with discretion
- Managing multiple priorities, projects, and deadlines

Apply now to be part of the first review! Applications will be accepted on a continuous basis, with the first review on February 6, 2026.

Examples of Duties

The normal duties for this position can be found in the job description <https://www.governmentjobs.com/careers/lagunabeach/classspecs/810417?keywords=support%20services&pagetype=classSpecifications>. The working title is Support Services Supervisor. They are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Qualifications

Any combination of education and training demonstrating the ability to effectively and successfully perform the duties of the position is considered qualifying. A typical combination is as follows:

Education: Equivalent to an Associate's degree or higher from an accredited college or university with major coursework in business administration, public administration, criminal justice, information technology, or a related field.

Experience: Five (5) years of increasingly responsible experience in a professional office or public safety environment, including at least two (2) years in a lead or supervisory role.

License/Certificate Requirements: Possession of a valid California Class C driver's license with an acceptable driving record.

Certification: Depending on functional assignment, possession of or ability to obtain a POST (Peace Officer Standards and Training) within 12 months of appointment, as applicable:

- Dispatcher Supervisor Certificate for Communications assignments; and/or
- Records Supervisor Certificate for Records assignments.

Preferred Experience:

- Experience working in a public safety dispatch center, including familiarity with CAD systems, radio communications, and POST/DOJ requirements for dispatch operations.
- Experience in police records operations, records management systems (RMS), Public Records Act compliance, and knowledge of Department of Justice (DOJ) and Federal Bureau of Investigations (FBI) regulations related to records handling.

Supplemental Information

This recruitment will establish an eligibility list that may be used to fill future vacancies in the same or lower classifications.

Application Process: All interested applicants must submit a completed online city application. Applications will be accepted on a continuous basis with a first review on February 6, 2026. Applications will be screened carefully, and selected applicants will be invited to participate in the Structured Panel Interview. Additional job-related skills testing may be used to assess an applicant's ability to perform successfully in this position. All those candidates passing each exam component will be placed on an employment eligibility list. The appointing hiring authority will further review the job-related qualifications of those deemed eligible for hire before making selection decisions. The selection process may be modified based on the needs of the City.

Pre-employment Process: A candidate selected for this position must successfully a complete police background investigation including a fingerprint check and polygraph examination, a thorough reference check/employment verification, and a pre-employment medical exam including a drug test.

Why work for Laguna Beach: Laguna Beach is a beautiful coastal city located in Orange County, California, with a vibrant art scene and cultural events. We offer competitive compensation and benefits packages, including City paid health insurance for employees, alternative work schedules, wellness programs and more! The City has a strong commitment to its employees, providing opportunities for professional growth and development through training and education programs.

Equal Opportunity Employer: The City of Laguna Beach is an Equal Opportunity Employer and provides reasonable accommodations to qualified individuals with disabilities. We encourage you to inform Human Resources at least two business days prior to the first phase of the selection process if you have a disability that may require an accommodation. EEO/ADA.

Click here: <https://www.lagunabeachcity.net/home/showpublishedimage/6188>

To apply, please visit <https://apptrkr.com/6863200>