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C A R E E R O P P O R T U N I T Y

SUPPORT SERVICES COMMANDER CITY OF PIEDMONT, CALIFORNIA

Annual Salary: \$162,137.40–\$197,091.72 DOE/DOQ

THE CITY OF PIEDMONT, CALIFORNIA is seeking a collaborative and service-oriented **Support Services Commander** to oversee the Police Department's critical support services operations, including dispatch, records management, property and evidence, information technology systems, and administrative functions. Reporting directly to the Chief of Police, this highly visible leadership role supports operational effectiveness, organizational communication, and ongoing technology modernization initiatives within a close-knit and community-oriented organization. The ideal candidate brings strong operational and technical expertise in public safety support services, including CAD/RMS systems, law enforcement technology platforms, and social media communications, along with exceptional leadership, communication, relationship-building, and organizational abilities to effectively support staff, engage stakeholders, and lead in a collaborative and public-facing environment. ***Support public safety through service, leadership, and innovation, apply today!***





the community

PIEDMONT IS A SMALL, QUIET, RESIDENTIAL COMMUNITY located in the Oakland Hills. Known for its top-ranked public schools, beautiful tree-lined streets, and strong sense of community, the City provides a close-knit, small-town feel while being just minutes from the dining, shopping, and cultural amenities of Oakland and the greater Bay Area. With a population of approximately 11,000 and spanning just 1.7 square miles, residents enjoy an abundance of outdoor recreation and family-friendly activities, including an aquatics facility, well-maintained parks, sports fields, and year-round community events. Its prime location allows for easy access to downtown Oakland, nearby San Francisco, and major transportation routes.

the organization

THE CITY OF PIEDMONT WORKS IN PARTNERSHIP WITH THE COMMUNITY to deliver high-quality services. The City provides municipal services through its departments including Police, Fire, Public Works, Planning & Building, Finance, Recreation, and Office of the City Clerk. With over 100 full-time staff and an approximate FY 2026 budget of \$40.5 million, the City's work is organized around the City Council's five overarching goals: financial stability, community wellness and inclusion, city infrastructure, effective government, and environmental stewardship. Guided by these priorities, the City is committed to efficiency, transparency, and progress.

Piedmont is supported by a highly engaged and civically minded community, reflected in an impressive 84% voter turnout in local elections. Residents are deeply committed to the City's success, with a strong culture of volunteerism and a shared desire to contribute positively to the community. This level of involvement fosters a collaborative environment where residents value good governance and actively support the City's efforts. Paired with a dedicated and high-performing staff, Piedmont benefits from a strong partnership between the organization and the community it serves.

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the department

THE POLICE DEPARTMENT PROVIDES **COMPREHENSIVE LAW ENFORCEMENT** services with a strong commitment to professionalism, integrity, and community partnership. It is responsible for protecting life and property, preventing and investigating crime, and serving as first responders to emergencies, while maintaining a high standard of public safety and emphasizing accountability and trust in all interactions. The Department has 20 sworn police officers and 11 professional staff, and operates with a FY 2025-2026 budget of \$9.2 million. Through proactive policing, community engagement, and the use of modern technology, the Piedmont Police Department works collaboratively with residents to enhance safety and maintain the City's high quality of life.

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The Piedmont Police Department is in a period of growth, creating an opportunity to strengthen collaboration, communication, and employee engagement across the organization. Recent retirements and evolving operational demands have reinforced the importance of relationship-building, transparency, and inclusive decision-making. As a small agency central to City services, the Department operates in a highly collaborative environment where employees contribute across multiple functional areas and work closely together to support organizational success. Department leadership is committed to cultivating a supportive and team-oriented culture where employees feel engaged, valued, and aligned with the Department's mission and goals.

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the job

REPORTING TO THE CHIEF OF POLICE, THE SUPPORT SERVICES COMMANDER oversees the Department's critical support services functions, including dispatch, records management, property and evidence, technology systems, and administrative operations. Serving as a key member of the executive leadership team, this role helps ensure efficient, responsive, and customer-focused service delivery while supporting operational effectiveness, organizational communication, and technology modernization initiatives.



Key Responsibilities Include:

- Overseeing emergency communications and dispatch operations, including Public Safety Answering Point (PSAP) functions
- Administering records management, property and evidence, and administrative support operations, including records security and chain-of-custody compliance procedures
- Serving as the Department liaison for contracted IT services, technology vendors, regional agencies, and regulatory partners
- Leading and coordinating technology and operational improvement initiatives, including ongoing CAD/RMS and dispatch center projects
- Supporting the development and administration of the Department's budget, contracts, grants, and purchasing activities
- Developing and implementing policies, procedures, and process improvements to support efficient and effective operations
- Managing and supporting public safety technology systems, including CAD/RMS platforms, digital evidence systems, body worn camera programs, and 30+ Department software applications
- Overseeing social media communications, public information efforts, and participation in public meetings and community engagement activities
- Supervising, mentoring, and supporting staff, including a Record Specialist, Dispatch Supervisor, and Property and Evidence staff, while promoting accountability, collaboration, and customer service
- Coordinating audits, reporting requirements, and compliance with CA DOJ, NCIC, CA POST, and other regulatory standards
- Collaborating closely with Department leadership, City staff, and external stakeholders to improve operational efficiency and service delivery

the ideal candidate

THE IDEAL CANDIDATE IS A COLLABORATIVE, CONFIDENT, AND SERVICE-ORIENTED LEADER who thrives in a small-agency environment where strong relationships, communication, and teamwork are essential to organizational success. They are approachable, professional, and emotionally intelligent, with the ability to build trust and maintain effective working relationships across the Department, City organization, regional agencies, and the community. The successful candidate brings strong written and verbal communication skills and is comfortable serving in a highly visible, forward-facing role that requires professionalism, responsiveness, sound judgment, and the ability to navigate sensitive or difficult conversations with tact and accountability.

They possess strong operational and technical knowledge related to public safety support services, including dispatch operations, records management, property and evidence, and law enforcement technology systems. Experience supporting technology modernization initiatives, process improvements, project coordination, and operational efficiency efforts—particularly related to CAD/RMS systems, information technology coordination, and public safety software applications—is highly desirable. This individual is a strong and adaptable leader who can effectively mentor, support, and hold staff accountable while fostering a collaborative and customer-service-oriented culture. Highly organized and capable of managing multiple competing priorities in a fast-paced environment, the ideal Support Services Commander is comfortable overseeing a broad range of operational responsibilities while leading within a close-knit organization.



The ideal candidate will demonstrate the following core competencies:

Technical Expertise: Strong knowledge of public safety support services operations, including dispatch, records, property and evidence, CAD/RMS systems, social media communications, and law enforcement technology platforms..

Relationship Building: Builds collaborative and trust-based relationships across the Department, City organization, regional agencies, vendors, and the community.

Communication & Team Player: Collaborates effectively, navigate professionally, and contribute as a supportive member of the leadership team.

External Public Awareness & Customer Orientation: Demonstrates responsiveness and sound judgment, while providing high-quality customer service and fostering public trust.



MINIMUM QUALIFICATIONS

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education: Graduation from an accredited four-year college or university, with a bachelor's degree in administration of justice, business, management or a closely related field.

Experience: Three (3) years of increasingly responsible management and/or administrative experience in public safety dispatching, records management, and/or property room management, which must have included at least two (2) years of supervisory experience.

Certificate: Possession of a valid P.O.S.T. Dispatch or Records Civilian Supervisor certificate required.

Note: This position serves in an on-call capacity to support 24/7 public safety operations and emergency response needs.

PREFERRED

- Familiarity with California law enforcement operations, including CA POST and DOJ requirements.

UPCOMING PRIORITIES & OPPORTUNITIES

- Optimize the Department's newly renovated dispatch center and updated technology systems
- Lead implementation and coordination efforts related to CAD/RMS and other operational technology initiatives
- Enhance process efficiencies and modernize support services operations across the Department
- Strengthen internal collaboration, employee engagement, and relationship-building within a small and highly interconnected agency
- Expand regional partnerships and professional networks within public safety support services organizations and agencies
- Support social media, public communications, and community engagement initiatives that enhance transparency and customer service





salary & benefits

Annual Salary: \$162,137.40–\$197,091.72 DOE/DOQ. PLUS an attractive benefits package that includes:

- Medical, with a generous amount of the premium paid by the City. In lieu of medical coverage, the employee may elect to receive \$500/month in cash.
- Delta Dental Premier, with orthodontia @ \$5,000 lifetime maximum, premium paid in full by the City.
- Vision, with the ability for an annual exam, premium paid in full by the City.
- Employee Assistance Plan, with up to 10 counseling visits per person, per issue, per year.
- Life insurance with a value of 2X your annual salary, and long-term disability 60%, premium paid in full by the City.
- Retirement benefit depends upon membership date: Classic employee CalPERS 2% @ 60, employee share is 7%. New Members 2% @ 62, employee share is currently 7.75%. **The City also participates in Social Security.**
- Medicare: Employees contribute 1.45% with employer match.
- Sick leave accrual @ 10 hours per month.
- Vacation: Accrue 11 days per year to start at the rate of 7.33 hours per month.
- Personal Leave: In lieu of overtime, 64 hours of leave with pay each year.
- Holidays: 13 paid days per calendar year + 1 floating holiday.
- Flexible Spending Account (Section 125): Set aside pre-tax funds for dependent care and out-of-pocket medical expenses.
- 457 Deferred Compensation, Roth and Commuter Benefits Program available on a voluntary basis.
- Tuition reimbursement available.
- Uniform Allowance: \$125 per month.
- Children of full-time City employees are eligible to attend school in the Piedmont Unified School District. Employees' children are eligible to attend the Piedmont Recreation Department (PRD) preschool program, Schoolmates programs and PRD run Summer Camps at no charge. Eligibility to attend these programs is based upon availability.



how *to* apply

For first consideration, **APPLY ASAP** at:

WBCP JOB BOARD



INTERVIEW PROCESS

Interviews will take place on an ongoing basis as ideal candidates are identified with final in-person interviews anticipated to take place on **JULY 19** or **JULY 26**. *Selected candidates should hold their calendars for availability.*

QUESTIONS? Please contact your recruiter, **Shani Pearce** with any inquiries:

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