

**DUTY STATEMENT  
DEPARTMENT OF JUSTICE  
DIVISION OF LAW ENFORCEMENT  
BUREAU OF FIREARMS  
Carry Concealed Weapon Program  
CCW Licensing Team**

**JOB TITLE:** Supervising Program Technician (SPT) II

**STATEMENT OF DUTIES:** Supervises technical operations in the Carry Concealed Weapon (CCW) Team. Duties include: supervising support staff assigned to the CCW Licensing Team; assisting in planning and directing CCW Licensing Team technical operations; and advising the CCW License Team Crime Analyst Supervisor (CAS) of technical issues related to CCW firearms laws and regulations.

**SUPERVISION RECEIVED:** Receives general direction from the Crime Analyst Supervisor (CAS) and indirect supervision from the Supervisor (SUP) I.

**SUPERVISION EXERCISED:** Direct supervision of Program Technician (PT) II staff.

**TYPICAL PHYSICAL DEMANDS:** Ability to sit, type, rotate, and work at a computer workstation for up to eight hours a day in order to prepare work assignments. Ability to lift and move items weighing up to 20 pounds.

**TYPICAL WORKING CONDITIONS:** Work in an open work area and smoke-free environment. Must work core business hours of Monday through Friday. On occasion, the SPT II may be required to work mandatory overtime and may not be allowed to take time off during the months of November through January.

**ESSENTIAL FUNCTIONS:**

- 35% Supervises PT IIs and supports staff assigned to the CCW Unit. Identifies, assigns, and monitors job duties to ensure that staff are adhering to program procedures and policies. Provides on-going evaluation of employee performance. Conducts oral counseling and prepares written evaluations (i.e. probationary reports and annual appraisals). Reviews and authorizes leave requests and monitors employee leave attendance balances. Coordinates, maintains, and verifies the accuracy of employee attendance records. Mentors and promotes the professional development of staff. Hires and coordinates the training of new employees.
- 35% Plans, organizes, prioritizes, and directs the processing of CCW documents and other assigned workload. Reviews completed documents and workload tasks to ensure staff adhere to program procedures and works in coordination with the Crime Analyst III to ensure quality assurance standards are met. Monitors workload processing and identifies problems or errors and, if necessary, advises of the proper problem resolution actions to take. Reviews and evaluates existing procedures to ensure efficiency. Recommends changes to procedures, and if approved, coordinates their implementation with the CAS. Monitors employee time and stats worksheets to track assignments for processing licenses & reviews workload to ensure adequate productivity and performance.

- 15% Facilitates the assignment and reviews of active warrant information and incomplete, inaccurate or missing disposition information requests to technical staff requiring the contact of arresting agencies, courts, district attorneys, and federal agencies via phone, facsimile, and or/email. Handles the most complex calls to criminal justice and regulatory agencies to ascertain or clarifies missing or inaccurate applicant information.
- 5% Initiates requests for CCW licenses and other documents not reported to the Department of Justice by law enforcement agencies.
- 5% Advises the CAS on technical issues impacting the CCW Licensing Team. Facilitates and attends staff meetings and participates in staff projects as a technical expert. Identifies problems with team operations to the CAS and recommends solutions and corrective actions.
- 5% Prepares written documents, including memoranda, probation reports, annual appraisals, statistical reports, desktop procedures, etc.

*I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):*

- ☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- ☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- ☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- ☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date