



ALBUQUERQUE POLICE DEPARTMENT  
ADMINISTRATIVE SUPPORT BUREAU ORDERS

SOP 8-8

Effective: 01/14/16 Review Due: 01/14/17 Replaces: 05/20/15

**8-8 OFFICER SERVICES UNIT (OSU)**

**8-8-1 Policy**

It is the policy of the OSU to provide police reports and supporting documents to members of the Department and other law enforcement agencies.

**8-8-2 Rules and Responsibilities**

A. Supervisor's Duties

1. Responsible for service desk operation.
2. Responsible for classifying and sorting mail and ensuring that mail is forwarded.
3. Prepare work activity totals for their monthly report.
4. Receive and process requests for reports and information from law enforcement and criminal justice agencies. This also includes performing background searches.
5. Responsible for accurate and timely processing and response of teletype requests received from other law enforcement agencies.
6. Maintains and updates the service request forms file.
7. Maintains and updates abandoned/towed vehicle files, sends notices on a daily basis to citizens advising vehicle status – towed or abandoned.
8. Responsible for notifications for towed vehicles relating to embezzled vehicles or auto thefts only.
9. May be asked to provide training for new personnel.
10. Plan and schedule shift staffing.
11. Approve leave requests, monitor sick leave usage, and take appropriate action when sick leave is abused.
12. Evaluate and review the performance of assigned personnel.
13. Interpret approved policies and keep subordinates informed on policy changes.
14. Prepare and maintain reports and records.
15. Assist in the preparation of the division budget.



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16. Administer operational control and expenditures of staff and equipment.
17. Performs other duties as assigned.