



## CITY OF HAGERSTOWN MARYLAND

DEPARTMENT OF POLICE  
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January 18, 2023

To: Scott Nicewarner,  
City Administrator

From: Paul J. Kifer, *PJK*  
Chief of Police

Ref: Two Additional Full- Time Civilian Positions

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The Hagerstown Police Department is seeking Mayor and Council approval for two (2) additional civilian positions. The positions are for the following:

### Watch Center Supervisor

The Watch Center Supervisor will manage the staff and operation of the Watch Center, to ensure that certain types of preliminary investigations and low-priority calls for service can be processed over the phone by trained personnel. This strategy is intended to reduce the need for sworn personnel response to low-priority calls for service and allow more time for responding to higher priority calls, conducting proactive patrol, engaging with citizens, and addressing community concerns.

### Technical Support Specialist

The Technical Support Specialist will work in the Training Division, this position will provide administrative support to staff in the coordination and scheduling of all training, and serve as the liaison between HPD and the Maryland Police Training Commission staff.

The Technical Support Specialist will maintain the inventory of HPD equipment, and participate in and administratively support the purchasing of equipment, uniforms, vehicles, and supplies.

The Technical Support Specialist is responsible for seeing that the department's fleet is kept in good working order and that vehicle problems are addressed swiftly and efficiently. This requires performing some minor maintenance and seeing that vehicles are delivered to their destination for repair and service. This position is also responsible for ensuring maintenance records are maintained, and for assisting other city employees with acquisition and disposal of fleet vehicles.

If approved, this will reduce the need to have sworn personnel assigned to those assignments.

