

## **POLICE SUPPORT SERVICES MANAGER**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under the general direction of the Chief of Police, supervises and coordinates assigned non-sworn support services within the Police Department including dispatch, records, property/evidence, code enforcement, youth services, and volunteer clerical support programs, services, and operations; supervises, assigns, reviews, and participates in the work of staff responsible for providing assigned non-sworn Police Department support services and activities; ensures work quality and adherence to established policies and procedures; and performs the more technical and complex tasks relative to assigned area of responsibility.

### **IDENTIFYING CHARACTERISTICS**

The Police Support Services Manager is considered a manager level with responsibility for planning, coordinating, and implementing assigned non-sworn support services within the Police Department. Positions in this class contribute to the overall management of the assigned support services by participating in the development of policies and procedures, developing and implementing program goals and objectives while providing conformance to overall departmental goals and objectives, and participating in the development and monitoring of budgets. Positions in this class exercise considerable discretion and independence in coordinating assigned activities and programs.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Coordinates the organization, staffing, and operational activities for assigned non-sworn Police Department support services including dispatch, records, property/evidence, code enforcement, youth services, crime prevention, Police vehicle fleet management, and volunteer programs, services, and operations.
2. Participates in the development and implementation of goals, objectives, policies, and priorities for providing assigned support services; recommends and administers policies and procedures.
3. Identifies opportunities for improving service delivery methods and procedures; identifies resource needs; reviews with appropriate management staff; implements improvements.
4. Directs, coordinates, and reviews the work plan for assigned services and activities; assigns work tasks, activities, and projects to staff; monitors work flow and work activities; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.
5. Selects, trains, motivates, and evaluates assigned staff and volunteers; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
6. Participates in the development and administration of assigned program budget; forecasts funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; recommends adjustments as necessary.
7. Accepts and responds to subpoenas for release of records. Oversees the Department's automated records management system including, but not limited to, reviewing reports and data entry for

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- completeness and accuracy. Oversees the Police Department's dispatch function; oversees and participates in the preparation of monthly dispatch schedule; assists in developing and implementing new and revised policies and procedures.
8. Oversees and participates in the receipt, processing, logging, securing, and storage of property and evidence items recovered by or submitted to the Police Department; ensures security of evidence and property and the maintenance of chain of custody for evidence; coordinates the lawful disposition of adjudicated materials; responds to evidence issues and ensures Department's compliance with pertinent laws.
  9. Oversees building maintenance related issues for the public safety building including equipment maintenance; verifies all equipment is working efficiently including phones, computers, and office machines; orders and maintains necessary supplies including forms and citations.
  10. Maintains and reviews records related to assigned programs, services, and activities; prepares and submits a variety of reports and memoranda on related subjects; manages various grants awarded to the department.
  11. Coordinates assigned Police Department non-sworn support services and activities with those of other programs, divisions, and outside agencies and organizations.
  12. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of police support services.
  13. Performs related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

- Operational characteristics, services, and activities of a non-sworn police support services program including those related to dispatch, records, property/evidence, code enforcement, and volunteer clerical support programs, services, and operations.
- Principles of municipal budget preparation and control.
- Principles of supervision, training, and performance evaluation.
- Procedures, methods, and techniques of police non-sworn support services program development, implementation, and administration.
- Operational characteristics of modern public safety telecommunications equipment including computer aided dispatch systems and multi-channel radio systems.
- Law enforcement and emergency service procedures for responding to and handling reported incidents.
- Principles and practices of property and evidence handling, recording, storage, and release.
- Law enforcement records management principles, procedures, techniques, and equipment.
- Principles and practices used in processing and maintaining law enforcement reports and records.
- Principles and practices of fiscal, statistical, and administrative research and report preparation.
- Functions of the Police Department and other City Departments.
- Geographic features and locations within the area served.
- English usage, spelling, grammar, and punctuation.
- Modern office methods, procedures, and equipment including specialized public safety computer systems and applications and other word processing and spreadsheet applications.
- Criminal justice information systems, system networks, and services including functions and relationships of agencies involved in the criminal justice system.

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Pertinent federal, state, and local laws, codes, and regulations and department rules, policies, and procedures.

Customer service principles and practices.

**Ability to:**

Develop, plan, and implement varied non-sworn police support services including those related to dispatch, records, property/evidence, code enforcement, and volunteer clerical support programs, services, and operations.

Select, train, and evaluate staff.

Supervise, direct, and coordinate the work of lower level staff.

Identify methods to maximize service effectiveness and efficiency.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Interpret and apply the policies, procedures, laws, and regulations pertaining to assigned programs and functions.

Participate in the preparation and administration of assigned budget.

Interpret, apply, and explain applicable federal, state and local policies, procedures, laws, codes and regulations including police records retention and dissemination policies and procedures.

Maintain a current knowledge of principles, practices, and procedures related to all areas of assignment including dispatch, records, property/evidence, code enforcement, youth services, crime prevention, and volunteer clerical support programs, services, and operations.

Work independently and use good judgment in administering the assigned non-sworn Police Department support services.

Work tactfully and courteously with others in answering questions, disseminating information and providing assistance to others.

Oversee and participate in receiving, processing, storing, documenting, releasing and/or disposing of various evidence and/or property.

Compile, maintain, process and prepare a variety of records and reports including statistical records and reports.

Evaluate emergency situations and make split-second decisions regarding the type of response appropriate for the circumstances.

Effectively communicate and elicit information from upset and irate callers.

Make independent decisions that affect the safety of public safety personnel, citizens, and property, such as those involved in determining the urgency of requests received and the appropriate action to take.

Work under pressure, exercise good judgment, and make sound decisions in emergency situations.

Respond to and resolve difficult and sensitive citizen inquiries and complaints.

Operate a variety of telecommunications receiving and transmitting equipment including radio transmitting communication equipment, teletype equipment, and computer equipment.

Operate office equipment including specialized public safety computer systems to access and maintain data.

Read and interpret maps and other navigational resources and give directions.

Type and enter data accurately at a speed necessary for successful job performance.

Perform a variety of specialized office support and clerical duties in support of the Police Department.

Exercise good judgment in maintaining critical and sensitive information, records, and reports.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

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**Education and Experience Guidelines** - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Education/Training:**

A Bachelor's degree from an accredited college or university with major course work in public administration, law enforcement, or related field. Additional specialized training in law enforcement, criminal justice, or a related field is desirable.

**Experience:**

Four years of increasingly responsible experience in police records preparation, processing, maintenance, and dissemination including administrative and/or lead supervisory experience.

**License or Certificate:**

Possession of an appropriate driver's license.

Possession of a P.O.S.T. Basic Dispatch certificate.

Possession of a P.O.S.T. Records Supervisor certificate.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office environment with some travel to different sites; incumbents may be required to work extended hours including evenings and weekends and may be required to travel outside City boundaries to attend meetings. Incumbents may also be called in for local emergencies at irregular hours.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.