

POLICE SUPPORT SERVICES MANAGER

DEFINITION

Under direction of the Chief of Police (or designee), manages, plans, schedules, organizes, supervises, reviews and evaluates the work of the Support Services Division of the San Pablo Police Department. Responsibilities include managing the department's records and communications function, assisting with the department's budgeting and purchasing activities and coordinating the maintenance of the police building and vehicle fleet; this further includes performing those duties requiring an extensive knowledge of problem analysis, complex office and police records functions, and performing other related work, as required.

SUPERVISION RECEIVED AND EXERCISED

General direction is provided by the Chief of Police or his/her designee. Responsibilities include direct supervision of non-sworn personnel.

CLASS CHARACTERISTICS

This mid-management level class is responsible for planning support service, public service, and administrative support activities, including assisting the Chief in formulating policy, developing goals and objectives, conducting audits, and administering the department's budget. Incumbents may relieve the dispatch or records functions; however, the primary responsibilities are managerial, including the coordination of activities with those of other City departments, law enforcement agencies, non-profit organizations, and private vendors. This class is distinguished from other clerical support positions in that it requires overall management of non-sworn personnel and administers the communication and records-keeping requirements of the department.

EXAMPLES OF DUTIES (Duties are illustrative only and not all inclusive)

Essential

Plans, schedules, organizes, assigns, reviews and evaluates the work of assigned civilian and volunteer staff.

Ensures coverage of staff for all shifts and assignments as it relates to support functions.

Provides for the training of staff in work procedures and for their professional development as it relates to support functions.

Oversees the provision of such functions as Records, and Volunteer services.

Directs and coordinates departmental record retention, sealing, purging, and destruction pursuant to court order, state law, and/or city process.

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Recommends selection, disciplinary and other personnel decisions; counsels employees and administers discipline as required as it relates to support functions.

Ensures the day to day functioning of the department's Records Management, and could be assigned to assist or oversee the functioning of Computer Aided Dispatch, Mobile Automated Field Reporting systems, data message switches, telephone system(s), CLETS systems, link to the Contra Costa County Criminal Records Information Management System (CRIMS), and automated license plate reader systems, etc.

Interprets laws, codes, policies and procedures to staff; ensures legality and consistency of application as it relates to support functions.

Assists with the development of goals, objectives, policies, procedures and work standards for the department as it relates to support functions.

Assists with development and administration of the department budget; prepares and reviews grant requests and assists in the administration of grant funds as it relates to support functions.

Oversees personnel selection procedures, including conducting interviews and background investigations as it relates to support functions.

Develops cooperative working relationships and mutual aid agreements with representatives of other local public safety departments as it relates to support functions.

Works closely with public and private groups and individuals to explain or coordinate proposed programs; responds to citizen concerns or inquiries regarding police services; responds to inquiries from the media.

Coordinates the work of the Support Services Division and the department with that of the other Police Department Divisions, other City departments, outside agencies, citizen groups, the courts and the media.

Monitors legal, regulatory, technological and societal changes and court decisions that may affect the work of the department; recommends equipment acquisition, training programs and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient and economical manner, as it relates to support functions.

Important

Performs other duties of a similar nature or level and as assigned.

QUALIFICATIONS

Knowledge of (at entry):

Administrative principles and practices, including goal setting, program development, implementation and evaluation.

Principles, methods, and procedures utilized in the preparation and management of a department budget.

Principles, methods, and procedures utilized in the purchase of departmental supplies and equipment.

Principles and practices of work organization, staff supervision, training, professional development and work review and evaluation.

Law enforcement principles, practices and techniques related to records retention, public safety dispatch, and volunteerism.

Rules of evidence regarding search and seizure and the preservation of evidence from a records perspective.

Courtroom procedures and techniques for testifying as it relates to support functions.

Applicable laws, codes, ordinances and court decisions.

Safety practices and equipment related to the work of support services.

Computer applications related to the work, including but not limited to word processing, Law Enforcement Records Management, Computer Aided Dispatch, Mobile Field Reporting, database applications, spreadsheet applications, etc.

Techniques for dealing with and solving the problems presented by a variety of individuals from various socioeconomic, cultural and ethnic backgrounds, in person and over the telephone, often when relations may be confrontational or stressed.

Ability to:

Plan, schedule, assign, supervise, review and evaluate the work of assigned staff.

Train staff in work procedures and providing for their professional development.

Prioritize and coordinate work; meet goals within a prescribed timetable; identify and make appropriate decisions.

Perform departmental administrative duties, such as budget development and administration as well as policy and procedure development.

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Interpret, apply and explain complex laws, codes, regulations and ordinances. Learn new laws, general orders and procedures related to Police record keeping and dissemination of information, inherent to a Police Department

Prepare clear, accurate and grammatically correct reports, records and other written materials.

Identify and be responsive to community issues, concerns and needs.

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

Communicate effectively with officials, coworkers, supervisors, representatives of both public and private organizations as well as the general public, sufficient to exchange or convey information.

EDUCATION AND EXPERIENCE

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Education

An Associate's degree with major course work in criminology, law enforcement, social or police science, public administration, business administration or a field closely related to the work (*a four-year bachelor degree is preferred*); and

Experience

Two years of progressively responsible experience performing a variety of administrative and/or supervisory tasks in an office, communications center, or a law enforcement environment. A minimum of one year of experience must have included supervisory responsibility and the planning, organizing and coordinating of work.

Licenses and Certifications:

Must possess a valid California class C driver license and have a satisfactory driving record.

PHYSICAL REQUIREMENTS

Must maintain physical standards, including mobility and physical strength to operate standard office, dispatch, information technology, and telephone equipment. Must be able to accurately and quickly view or hear information presented on a computer, over the telephone, or in person and relay pertinent information to others in person, over the telephone, by computer. Hearing and speech must be sufficient to communicate individually and before groups.

MENTAL REQUIREMENTS

The work requires a combination of the following mental requirements depending upon a given task, on a given day: abstract variables; interpreting, talking, comprehending, and following instructions; standard problems; detailed uninvolved instructions; one or two-step instructions; simple to complex- reading, writing, and math skills, spatial;

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clerical; forming, synthesizing, coordinating, analyzing, compiling, computing, comparing, mentoring, negotiating, instructing, supervising, persuading, speaking-signaling, serving, helping; setting-up; precision work; operating; driving; manipulation; tending; handling; performing simple, repetitive tasks to varied, complex tasks; maintaining work pace; influencing other people; relating to other people; generalizing; evaluating; responsibility for direction.

WORK ENVIRONMENT

Work is performed indoors in an office or communications center environment; sustained posture in a seated position for prolonged periods of time; willingness to work odd or unusual hours, nights, weekends and holidays when required.