



Police Support Services Manager

Class Specification

Revised 9/23

Class ID: 656

Unit: NPMA

Probation: 12 Months

FLSA: Exempt

DEFINITION

Under general direction, manages the Police Department's support services functions including records, communication, property and evidence and other areas as assigned; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from a Police Captain or other assigned Police Department manager. Exercises direct supervision and lead direction over non-sworn records, communications, property and evidence, and other assigned support services personnel.

DISTINGUISHING CHARACTERISTICS

This is a non-sworn management classification that provides professional and general administrative lead direction and supervision to assigned Police Department support services personnel. Incumbents are responsible for independently performing the most complex work of the Support Services Division.

EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Direct, review, and evaluate the service activities of the Police Communications, Records, and Property and Evidence units; meet with supervisors for planning and evaluation of activities.

Develop and implement unit goals, objectives, policies and procedures; initiate work standards and develop work measurement systems and reports; identify opportunities for enhancing service delivery; recommend improved systems and procedures.

Train, mentor, evaluate, and recommend discipline to staff assigned to the Support Services Division.

Investigate complaints involving support services activities and personnel and recommend course of action.

Manage the recordkeeping system; collect and review information and data; serve as Department's custodian of records, crime reports, and official publications; coordinate Department records storage, retention, and destruction in accordance to policies and regulations for records maintenance.

Work collaboratively with the Information Technology Department for the design, maintenance, implementation, and administration of police communications and records technology systems, and other related technology systems.

Develop staffing plan, study crime statistics, calls for service and other reports to determine trends and make recommendations for changes in organization and operating procedures.

Research and prepare technical and administrative written and oral reports on unit's activities; prepare written correspondence.

Develop and coordinate emergency plans for the public safety automated systems in the event of civil or natural disasters.

Respond during off-duty hours to emergency situations which may arise in the Communications Center or automated systems.

Review and analyze information including police radio transmissions for potential police misconduct, infractions, or complaints of departmental personnel.

Collaborate with first-line supervisors and lead staff to address concerns and formulate and implement solutions; act as liaison with various City departments on personnel, information systems and administrative matters.

Represent the Department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

May represent Police Department at administrative and legal proceedings.

Plan Department's future needs in data processing, computer needs, and telecommunications; monitor overall maintenance program of equipment, computer programs, technology refresh, and repairs.

Prepare and manage the Division budget and resource allocations; assist in budget implementation; participate in planning for needed staffing, equipment, materials and supplies; administer the approved budget.

Ensure the enforcement of laws, rules and regulations pertaining to the Department and implement divisional programs, policies and procedures.

Ensure compliance with safety regulations, and that work is completed within established time frames and operations are performed in accordance with departmental and City policies and procedures, and applicable State and Federal laws; ensures compliance with Federal Communications Commission (FCC), Criminal Justice Information Control (CJIC), Department of Justice (DOJ), Criminal Justice Information Services (CJIS), California Law Enforcement Telecommunications System (CLETS), and National Crime Information Center (NCIC) policies and security regulations.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern principles, practices and techniques of local government and police administration, organization, and operations.
- Operation and management of police support functions, including dispatching, communications, records, property, and evidence.
- Communications equipment including radio console, computer terminals, emergency systems and other peripheral equipment related to police dispatching.
- Principles and practices of supervision, training, and performance evaluation.
- Principles and practices of budgeting, research, and report writing.
- Principles and practices of presentations and public speaking.
- Basic principles and methods of police computerized record keeping and emergency dispatch systems.

- Criminal justice system and applicable Federal, State, and local laws, rules, and regulations pertaining to division operations.
- Modern automated records management techniques.
- Police record systems and maintenance; applicable local, state, and federal laws and regulations governing records, dispatch, and property and evidence.
- Operation of a variety of word processing, spreadsheet, database, and publishing software applications.

Skill or Ability to:

- Plan, direct and coordinate the work of a diverse and complex operation.
- Manage a modern police records and communications operations.
- Manage the property and evidence unit in compliance with applicable regulations.
- Present, prepare, and manage a division budget and properly allocate resources.
- Make oral presentations.
- Analyze situations quickly and make sound, independent decisions.
- Establish and maintain effective working relationships with employees, city officials, contractors, and the general public.
- Communicate effectively both orally and in writing to present technical and non-technical written and oral reports.
- Use tact, initiative, and sound independent judgment with those contacted in the course of work.
- Represent the City effectively in meetings.
- Use computer technology to assure effective and efficient operation.
- Use and maintain efficient and effective automated records systems.
- Supervise, train, and evaluate assigned personnel.
- Assign, plan, supervise and review the work of assigned personnel.
- Attend meetings, seminars, conferences, and training classes.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.

Education and Experience:

Any combination of education and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Possession of an Associate’s degree from an accredited college or university, and five (5) years of progressively responsible civilian or military experience in a law enforcement agency. Two (2) years of supervisory or lead worker experience is desirable. A Bachelor’s degree is desirable.

License and Certificate:

- Possession of a valid driver license and a satisfactory driving record throughout employment.
- Completion of the Department of Justice (DOJ) course, “Telecommunications Training for Trainers” or equivalent, within the probationary period, and throughout employment, as required by the California Law Enforcement Telecommunications System (CLETS).

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the

telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases. Willingness and ability to work any shift; work holidays, weekends, scheduled and emergency overtime; be available on call, as required. wear uniform or professional business attire required; comply with departmental grooming standards.