



POLICE SERVICES MANAGER

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents with the position.

DEFINITION

The Police Services Manager holds a management position under general supervision of a Police Captain or the Chief of Police. The Police Services Manager is responsible for the day-to-day operations of police records, communications, property and evidence, and crime analysis. Performs highly responsible and technical analytical work; and provides key assistance to the Chief and Captains in overseeing key divisions in the Police Department.

ESSENTIAL FUNCTIONS *(Include, but are not limited to the following)*

- Manage day-to-day operations of police records, communications, property and evidence.
- Coordinate and ensure prompt exchange of reports, citations, and other essential correspondence between the department and all applicable courts of law.
- Respond to requests for crime analysis, crime data, and other applicable data; research cases, prepare reports, memos, and correspondence for distribution department wide, citywide, or to the public regarding these requests; make presentations as necessary.
- Develop, modify, and implement changes to policies and procedures for police records, communications, property and evidence, and information technology.
- Supervise full-time, part-time, and per-diem staff in the Police Records and Dispatch Center and the Court Officer.
- Conduct timely performance reviews.
- Provide oversight in preparing work schedules for staff, assuring adequate coverage for all shifts.
- Assist in the development and management of the Police Department budget.
- Manage and oversee computer assisted dispatch, radio communications systems, property and evidence modules, and related contracts.
- Represent the City and act as the official City representative on applicable court-related matters.
- Ensure records, property, and evidence-related audits are conducted.
- Provide oversight of the communications virtual dispatch agreements.
- Respond to Public Records Acts requests, coordinate and communicate with the City Attorney on these matters, and respond to other legal mandated reporting.
- Supervise, train, evaluate assigned staff, and implement disciplinary procedures when appropriate.
- Attend schools, conferences, and other group meetings to keep abreast of current trends and innovations in the fields of records management, public safety dispatching, crime

analysis, information technology, and police property and evidence; represent the department in a variety of local, county, state and other meetings.

- Identify opportunities for improving service delivery methods and procedures.
- Serve as the project manager on assigned projects; assemble teams for projects; confer with project staff to outline plan and to assign tasks and the resources required for each task; establishes project milestones; ensure project progresses on schedule within prescribed budget.
- Assess need for new equipment, systems and programs for the department; work with vendors in researching and selecting new products; purchase products as assigned.
- Work with federal, state, and county government agencies in the area of auditing, reporting and information sharing as necessary.

OTHER DUTIES

- May be required to speak and present information to the public or community groups.
- Provide direction and information to the public.
- May appear in court and testify when necessary.
- Research grant funding opportunities for the department; prepare federal and state grant applications to establish programs and obtain additional funding for the department; prepares progress reports on grants; maintains files and documentation.
- Provide Information Technology support to staff, independent contractors, vendors, and others as needed.

QUALIFICATIONS (The following are minimal qualifications necessary for entry into the classification)

Education and/or Experience

Possession of a Bachelor's degree from an accredited college or university.

Direct experience in the operation of a police communication system or in the operation of a modern automated records department; ability to learn the other operations. Experience working in a police organization. Familiarity with principles of management and supervision. Knowledge of the basic operation of law enforcement records, communications and property and evidence functions. Experience in a supervisory capacity. Knowledge of police records, police communications, property and evidence, information technology, modern office procedures, pertinent Federal, State, and local laws; general business software, and computer assisted dispatch.

License/Certificates

Possession of, or current eligibility for, a Basic Dispatch Certificate by the California Commission on Peace Officer Standards and Training (POST). Possession of a valid California Class C driver's license.

KNOWLEDGE/ABILITIES/SKILLS (The following are a representative sample of the knowledge/abilities and skills necessary to perform essential duties of the position.)

Knowledge of

All aspects of police records, communications, property and evidence, and information technology

Ability to

Effectively plan and coordinate the work of others. Gather and analyze facts and draw logical conclusions. Prepare concise, accurate and comprehensive reports; maintain police records; mentor, motivate and support subordinates to greater efforts and improved work methods while inspiring and maintaining positive morale. Develop, establish, and apply goals of the department. Interpret and respond to instruction, policies, and procedures; exercise sound judgment, acumen and discretion in decision making. Interact positively and cooperate with co-workers, respond politely to customers, work as a team member, function under demanding time pressure, respond in a positive manner to supervision, and attend work and perform duties on a regular and consistent basis.

Skills

Possess the knowledge of theories, principles and practices of communication and records divisions for municipal law enforcement agency; principles of management, supervision, training and employee development; principles of customer services and community relations; operational requirements of police and fire agencies; pertinent local, state, and federal law, rules, and regulations; use and/or management of dispatch records management and computer-aided dispatch systems.

In addition possess the ability to plan, organize, direct, and coordinate the activities of a public safety communications dispatch center, communicate effectively orally and in writing, and possess the ability to develop maintain effective working relationships with City Officials, other governmental agencies, department employees and the general public.

Police Services Manager
(Communications and Records Supervisor)
BAAM B201
Non-Exempt
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