



POLICE ADMINISTRATIVE SERVICES MANAGER

DEFINITION

Under general direction, plans, schedules, assigns, reviews and supervises the administrative support functions of the police department. Provides police records, property management and general officer support within the Police Department; plans and coordinates a comprehensive records and evidence management program, including records and evidence maintenance, processing, and distribution; ensures that functions meet all applicable laws, regulations, and City policies; coordinates, monitors, and provides technical input for assigned records and property management related projects and programs; provides complex staff assistance to management staff in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned police management. Serves in a supervisory capacity over technical staff.

CLASS CHARACTERISTICS

Supervisory level classification over all administrative support functions within the police department; exercises independent judgment on diverse and specialized police records and property management activities, performs field investigative support and oversight of lower level administrative and volunteer staff. Incumbent is responsible for planning, organizing, reviewing, and evaluating the administrative work within the police department and for providing technical support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Manages and controls all criminal and noncriminal records for the police department; reviews and implements technical data and laws pertaining to the security, release, and maintenance of records.
- Enters data into multiple law enforcement computer systems.
- Manages the receipt, custody, safekeeping, release, purging, and destruction of all property and evidence received through the police department, keeping appropriate records in accordance with legal and departmental requirements and testifying in court when necessary.
- Serves as the Office Manager for the police department; provides administrative support to the Police Chief; organizes and performs a variety of administrative and technical duties while maintaining a high level of confidentiality; collects and balance fees received for police department services.
- Participates in the development of goals, objectives, policies and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Plans, organizes, assigns, supervises, and reviews the work of police support staff in the police department; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection.

- Coordinates assigned services and operations with those of other divisions and outside agencies.
- Serves as the contact point for general public, community organizations, schools and other interested parties with regards to public safety efforts and crime prevention programs
- Serves as the contact point for the media regarding police department activities; prepares and distributes press releases, responds to incidents and assists the Police Chief and on-scene command staff with information dissemination to the media and tactical dispatching.
- Participates in annual budget preparation; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records and files; ensures the proper documentation of operations and activities.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies; recommends corrective actions to resolve issues.
- Supervises the use of records management systems and equipment; ensures that systems and equipment are properly operated, maintained, and secured when not in use; oversees and schedules the service, repair, and replacement of systems and equipment as needed.
- Oversees the maintenance, update, and disposal of records according to established policies and procedures, including indexing a wide variety of violations and notifications, tracking and filing reports, and redacting confidential information when required; purges records and files as required.
- Performs the most complex records maintenance, processing, and distribution and front counter customer service duties and provides technical assistance to assigned staff; manages the release of property and verifies police records and related information to the public and to other public agencies in accordance with established regulations.
- Recruits, trains, and evaluates police department volunteers, coordinates activities of assigned volunteers.
- Processes parking citations for Calaveras Parking Enforcement in accordance with legal and departmental requirements.
- Supervises the preparation of documents for court, retrieves and prepares subpoenas for records and process records sealing; processes UVISA applications.
- Oversees and participates in assembling and compiling information for a variety of departmental, State mandated, and statistical reports, including verifying accuracy and completion of reports and maintaining files.
- Maintains files, databases, and records related to police records; prepares a variety of written reports, memoranda, and correspondence.
- May assist officers at incident scenes; directs traffic, photographs scenes, identifies and collects evidence using proper and safe techniques.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Legal obligations with respect to the release of data and reports.
- Basic principles and practices of budget administration and monitoring.
- Principles, practices, methods, and techniques of law enforcement agencies.

- Principles, practices, methods, and techniques of evidence collection and crime scene processing.
- Police terminology and law enforcement codes.
- Principles, practices, methods, and techniques of records and property management, including records disbursement procedures.
- Business letter writing and the standard format for reports and correspondence.
- Business arithmetic and basic statistical techniques.
- Principles and practices of data collection and report preparation.
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- Principles and procedures of record keeping.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most difficult police records management and customer service duties and operate related records system databases properly and effectively.
- Organize, implement, and direct police records management and customer service activities.
- Make accurate arithmetic, financial, and statistical computations.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Maintain accurate logs, records, and written records of work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Education:

Equivalent to the completion of the twelfth (12th) grade.

Experience:

Four (4) years of administrative or clerical experience; or equivalent combination of training and experience sufficient to successfully perform the essential duties of the job. College level coursework, or technical training, in a related field and/or experience in dealing with the public are desirable.

Licenses and Certifications:

- Possession of a valid California Driver's License to be maintained throughout employment.
- P.O.S.T. Public Safety Dispatcher certification

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be 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 occasionally bend, stoop, kneel, reach, 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.

ENVIRONMENTAL ELEMENTS

Employees primarily work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. However, when performing field work must have the ability to work outdoors in a variety of weather conditions and with exposure to potentially hazardous or disagreeable situations. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.