

City of Hendersonville, NC



JOB DESCRIPTION

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be incidental in the performing of their duties just as though they were written out in this job description.

Police Accreditation Coordinator

Department: Police

Pay Grade: 16

FLSA Status: Non-Exempt

JOB SUMMARY

Responsible for performing a variety of specialized accreditation and program support work for the police department. Ensures the agency operates in compliance with the recognized standards of CALEA, NCLEA, and the NCLM to ensure public trust. Ensures the department utilizes current software and implements necessary improvements. Serves as a resource for department members regarding accreditation and policy. Performs System Administrator duties for several software programs. The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy and some judgement exercised.

ESSENTIAL JOB FUNCTIONS

- Ensures compliance with three accrediting bodies. (CALEA, NCLEA, and NCLM Risk Management).
- Assists program developers with new programming; assists with technical issues with hardware and software.
- Functions as liaison with city Information Technology Department and vendor to ensure that all updates do not interrupt services to mandatory programs.
- Identifies gaps and deficiencies with standards and assists with a plan to correct them.
- Conducts internal audits to prepare for yearly web assessments and prepare for on-site assessments.
- Ensures all reporting that is needed for each accrediting body is completed on schedule for compliance.
- Coordinates timelines for on-site assessments and policy review.
- Creates and uploads proofs for each standard each year for each accreditation body.
- Designs, launches, and oversees new programs for the agency, as requested by leadership.
- Collects and analyzes data for program improvement and creates training for new programs and new features.

- Assists with statistical reports in multiple programs.
- Suggests updates to policies and procedures when necessary.
- Programs Mobile Data Terminals for police vehicles and maintains them as needed, manage PowerDMS, upload documents, create courses, create tests, start workflows for policy update and change, assign policy updates for signature.
- System Administrator for following software systems: Essential Personnel, RMS software, CAD, CMDIS, Quartermaster, Command Center, Absolute/Netmotion, CJLEADS, NCID, PowerFTO, and VC-3.
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Highschool diploma; and five (5) years of experience with exposure to record keeping and police standards; or an equivalent combination of education and experience.

Special Qualifications:

- Possession of a valid driver's license to operate a motor vehicle. Requirements may exist at the time of hire and as a condition of continued employment.

Knowledge, Skills, and Abilities:

- Knowledge of the forms, terminology, methods, and procedures used in a municipal police department.
- Knowledge of North Carolina State laws and City ordinances relating to the procedures, apprehension, and confinement of law violations.
- Ability to work with and maintain confidentiality of law enforcement information.
- Knowledge of business arithmetic and English grammar and sentence structure.
- Knowledge of computers and various software applications, including word processing and spreadsheet applications.
- Advanced level computer skills to include programming from a blank slate.
- Ability to install and update computer programs.
- Troubleshooting skills with multiple computer types and mobile devices.
- Intermediate computer hardware skills to include changing out basic parts on laptops, such as hard drives.
- Advanced knowledge of required computer systems, such as PowerDMS, Southern Software, and Essential Personnel Software.
- Advanced knowledge of business English and spelling.
- Ability to make intermediate arithmetical calculations.
- Ability to read and understand detailed and complicated policies, procedures and materials that contain specialized words and phrases.
- Ability to communicate effectively in person and by telephone.
- Ability to be tactful and courteous and maintain confidentiality.

- Ability to establish and maintain effective working relationships with other employees and other agencies.
- Ability to work independently without close supervision.
- Ability to maintain complex records and prepare reports.
- Ability to research, gather, analyze, and organize information in a variety of formats.

PHYSICAL DEMANDS

Work in this class is defined as sedentary work requiring the exertion of up to 10 pounds of force occasionally and/or up to a negligible amount of force frequently or constantly to move objects. Physical requirements require occasional climbing, stooping, kneeling, crawling, crouching, reaching, standing, walking, balancing, pushing, pulling, lifting, fingering, grasping, handling and repetitive motions. Work requires dexterity in the hands for typing and operation of standard office equipment and visual acuity is necessary to read handwritten and typewritten materials and to operate a computer terminal. Vocal communication is required to express or exchange ideas. Hearing is required to perceive information at normal spoken word levels and listen to equipment. Visual acuity is required for depth perception, preparing and analyzing written or computer data, visual inspection of products, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities.

WORK ENVIRONMENT

Work is performed primarily in an office with a controlled environment and may include outside environment without exposure to harmful conditions.

The City of Hendersonville has the right to revise this job description at any time. This description does not represent in any way a contract of employment.