



April 2019
FLSA: Exempt

SUPPORT SERVICES MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing technical and administrative support work related to all programs and activities of the Administration Division within the Police Department; oversees and coordinates all administrative activities including budget development, monitoring, and control, employee relations, records system management; administers current and long-term planning activities; manages the effective use of the unit's resources to improve organizational productivity and customer service; provides complex and responsible support to the Police Chief in areas of expertise; serves as departmental liaison with other City staff in the resolution of complaints; coordinates, writes, and edits correspondence with City Council and other community groups; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief of Police. Exercises direct and general supervision over technical and administrative staff through subordinate levels of supervision.

DISTINGUISHING CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating the work of non-sworn police support services staff performing duties related to records, property, and evidence management. Responsibilities include developing and implementing policies and procedures for assigned programs, budget administration and reporting, and program evaluation. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable 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 division operations by planning, organizing, directing, coordinating, controlling, and evaluating the work of assigned staff to ensure effective service delivery in achieving the mission of the department.
- Directs and evaluates the Administration Division of the Police Department through subordinate supervisors; develops and implements management controls, reviews systems for managing operations effectively, and recommends modifications.
- Ensures compliance of assigned programs and processes with local, state, and federal regulations, and other applicable requirements; analyzes, or directs the analysis of proposed legislation, laws, regulations, and other provisions to assess the impact on division operations; understands and interprets laws, regulations, and legal provisions for division management; and evaluates and directs changes to division-wide policies, procedures, and practices.
- Directs the preparation of the Police Department budget; reports financial conditions, projects revenues and expenditures, and ensures adherence to City accounting, budgeting, and reporting requirements;

- consults with appropriate staff to review and monitor overall financial administration.
- Prepares and/or directs the preparation of, and reviews, a variety of highly sensitive and/or confidential documents such as memos, reports, contracts, and business correspondence to inform, secure approval, or respond to the City Council, City Manager, City Attorney, other departments, external regulatory agencies, and departmental management.
- Selects, trains, motivates, and evaluates the performance of assigned personnel; provides or coordinates staff training, provides assistance in improving skills and abilities; resolves staffing conflicts and works with employees to correct deficiencies; implements discipline and termination procedures; assists command staff with personnel management and oversight responsibilities.
- Participates in the development and implementation of departmental goals, objectives, programs, policies, and priorities; identifies opportunities for improving service delivery methods and procedures; identifies resource needs.
- Conducts special studies regarding police services and programs; makes recommendations to the Police Chief regarding division and departmental policies and procedures.
- Interfaces with staff and other governmental agencies regarding requirements for obtaining program funds, effective grant administration, and monitoring procedures; prepares and applies for grants; develops and manages assigned contracts and program budgets.
- Collaborates with other police management staff regarding department-wide administrative operations to achieve optimal departmental and City-wide performance and outcomes; coordinates division activities with those of other departments and divisions.
- Communicates both orally and in writing with City personnel, the general public, elected officials, and other law enforcement personnel; attends and participates a variety of meetings and trainings as assigned; prepares, edits, and analyzes complex departmental staff reports for City Council.
- Performs other related duties as assigned.

JOB-RELATED 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.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of public agency finance, including general and governmental accounting, auditing and reporting functions, public agency budget development and administration, and sound financial management policies and procedures.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to division operations.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Record-keeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Provide administrative, management, and professional leadership for the assigned programs.
- Provide administrative and professional leadership and direction for the division and the City.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports; manage and monitor projects on-time and within budget.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand, interpret, explain, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, 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.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- 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:

Equivalent to a bachelor's degree in public administration, police administration, business administration, or a related field and five (5) years of administrative and analytical experience, including two (2) years working in a supervisory capacity. Experience in a law enforcement agency is preferred. Bilingual proficiency is desired.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.

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 20 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

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.