



POLICE ADMINISTRATIVE SERVICES MANAGER

AGENCY/DEPARTMENT:

Police/Services

Approved By HR Director:

Linda Matthews

Date Approved: 11/3/06

Date of Last Revision: 08/08/2005

Reports to: Police Chief

Supervises: Varies

JOB SUMMARY: Under general direction, directs, manages, and oversees a variety of support activities, operations, and staff of the Police Services Division; coordinates assigned activities with department staff, other City departments and outside agencies; and performs other related work as necessary.

DISTINGUISHING CHARACTERISTICS: This civilian Department Head class is characterized by its responsibility for managing assigned service operations of the Police Department; assignment may include Communications, Records, Crime Analysis, Facilities, and/or other units; and for department-wide coordination of activities including information systems, payroll, purchasing, contracts, and grants.

EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Supervises and directs the activities of staff including employee selection, work assignment, performance evaluation, employee development, disciplinary action, and complaint resolution.
2. Participates in the development of and implements departmental goals, objectives, policies, and priorities.
3. Monitors, evaluates, and improves the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload.
4. Delivers and promotes quality customer service.
5. Develops and implements department-wide administrative procedures and fiscal controls for purchasing, payroll, grant preparation and analysis, contract administration, and computer operations.
6. Confers with captains, lieutenants, sergeants and supervisory personnel regarding department-wide administrative operations.
7. Conducts complex administrative and operational studies; recommends administrative policy and procedure; and prepares reports and presentations.
8. Oversees department computer operations; assists in the identification and recommendation of computer software and hardware needs, acquisitions, application design and implementation, and computer operation and maintenance.
9. Supervises the preparation of and reviews grant proposals; interfaces with governmental agencies regarding requirements for obtaining funds and monitoring procedures.
10. Reviews, interprets, and analyzes new and proposed legislation; determines effect of legislation on operations and programs; implements appropriate action to ensure compliance.
11. Coordinates audits of department or program operations and services; explains procedures to auditors and serves as reference for questions.
12. Acts as liaisons to other City departments, agencies, and committees, community groups and public officials to coordinate and implement projects and programs.

QUALIFICATION GUIDELINES:

ANY COMBINATION OF EDUCATION AND/OR EXPERIENCE THAT PROVIDES THE REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES TO PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION. A TYPICAL COMBINATION INCLUDES:

EDUCATION: Bachelor's degree or equivalent from an accredited college or university in business administration, public administration, or a closely related field.

EXPERIENCE: Five years of progressively responsible experience in government administration, including three years of supervisory or management experience.

KNOWLEDGE OF:

- Advanced principles and practices of municipal administration.
- Applicable federal, state, and local laws, codes, and regulations governing local government operations.
- Principles and techniques of supervision, training, and evaluation.
- Research methods and techniques, statistical measurements, and report preparation and presentation.
- Customer service operations, policies and procedures.
- Office management practices and procedures.

ABILITY TO:

- Conduct analytical studies and prepare complex reports.
- Coordinate, implement, and prioritize complex programs and projects.
- Interpret, explain, and ensure compliance with departmental and City policies and procedures.
- Represent the City effectively in public meetings and with outside agencies.
- Analyze, monitor, and control budget expenditures.
- Analyze problems and identify solutions.
- Select, supervise, train, coordinate and evaluate the work of staff.
- Develop and implement departmental policy and procedure.
- Plan, establish, implement, and evaluate department goals and objectives.
- Operate a computer using word processing, spreadsheet, and graphic software.
- Provide administrative and professional leadership and direction.
- Deliver quality customer service; ensure professional work standards are met.
- Interact and communicate effectively, both orally and in writing.
- Establish, maintain, and foster positive, harmonious and effective working relationships

LICENSES:

- Valid Class C California drivers license.
- Acceptable driving record at time of appointment and throughout employment.

CERTIFICATIONS:

SPECIAL REQUIREMENTS:

DESIRABLE:

- Experience in a law enforcement administration.
 - Master's degree in business administration, public administration, or a closely related field.
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FLSA Exemption Status: Exempt

Employee Unit: Unit 3, Management

DOT Program Participant:

Job Family: Police - Non-Sworn

Date Class Established: July 11, 2005

Previous Class Title: Police Services Administrator