



CITY OF BISHOP POLICE DEPARTMENT

Police Support Services Manager

DEFINITION

The Police Support Services Manager is a civilian and mid-management position which reports to the Police Chief. This position assists the Police Chief with strategic planning, research, personnel matters, and budgets. This position is also responsible for the supervision and effective operation of the Police Department's Communications and Records division, business office, crossing guard personnel, building operations, and other related duties as required.

SUPERVISION RECEIVED AND EXERCISED

- Receives direct supervision from the Police Chief.
- Exercises direct supervision of civilian support staff and assigned personnel.

EXAMPLE OF DUTIES

Duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position:

- Plans, organizes, assigns, directs, and reviews work and activities of subordinate personnel; provides supervision, training, counseling and performance evaluations of supervised employees.
- Investigates complaints and recommends corrective action as necessary to resolve complaints.
- Manages administrative services as determined by the Police Chief, including accounting, budget, human resources, payroll, contract and grant management and general administration functions and other assigned programs and projects.
- Develops, plans, supervises, reviews and evaluates training activities staying within POST guidelines; supervises the training of new employees.
- Maintains security of police records, ensuring that information is released in accordance with related laws and department policy.
- Researches administrative issues, evaluates records and files for accuracy and completeness and prepares summary and operational reports.
- Supervises the collections, retention and destruction of departmental documents and information in accordance with local, state and federal laws.
- Ensures compliance with criminal and civil subpoenas and may testify in court proceedings.
- Manages financial records, budgets, computer systems, employee time keeping for payroll submission, billing, and accounts payable and technical reporting.
- Supervises staff, develops priorities and assigns tasks and projects; trains staff and conducts performance evaluations; meets regularly with staff to discuss issues, workload, priorities scheduling, technical issues and customer service.
- Ensures adequate inventory of supplies and equipment within areas of responsibility; requests equipment maintenance and repair as necessary.
- Develops, implements, monitors and maintains multiple automated systems such as CAD/RMS.

- Supervises the installation, upgrade, operation and staff training of all computer related hardware and related software applications.
- Acts as the CLETS Agency Terminal Coordinator and the 911 PSAP.
- Participates in budget administration and preparation; submits justification for equipment and personnel resources; creates and submits completed staff work and reports.
- Serves as liaison to other law enforcement agencies with regard to dispatch and records related inquiries.
- Attend and participate in a variety of meetings.
- May operate department specific equipment.
- May perform the duties of those supervised or related duties as required.

QUALIFICATIONS

Knowledge of:

- Modern police methods and procedures.
- City organization, operations, policies and procedures.
- Principles, practices and operating characteristics of manual and automated records management and dispatching systems used in municipal law enforcement environments.
- Standard telephones, teletype and radio broadcast procedures and the applicable rules and regulations of the Federal Communications Commission.
- Statutory and case laws and ordinances related to records.
- City and Department policies and procedures.
- State and Federal regulations regarding records retention, distribution and destruction.
- Pertinent Federal, State and locals laws, codes and regulations.
- Information technology, personal computer and related software applications.
- Principles of supervision, training, employee appraisal, discipline and development.

Ability to:

- Read and interpret documents such as rules, operating and maintenance instructions.
- Select, train and instruct assigned personnel in work procedures.
- Act quickly and calmly in emergencies.
- Operate public safety communications equipment.
- Write routine reports and correspondence.
- Clearly speak to customers and groups of employees.
- Communicate effectively both verbally and in writing.
- Interpret and explain laws, rules, regulations and technical procedure manuals.
- Establish and maintain cooperative relationships with the public and fellow employees.
- Supervise, train, evaluate, schedule and organize the work of subordinate personnel.
- Effectively mentor and develop subordinate employees.
- Maintain confidentiality regarding sensitive information.
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

Skill to:

- Understand and carry out both oral and written directions.
- On a continuous basis, know and understand operations and observe safety rules.
- On a continuous basis, sit and stand for extended periods of time.
- Traverse uneven terrain, periodically standing, stooping, bending, climbing, and kneeling to perform site inspections.
- Working in exposure to various weather conditions.

- Normal vision to read handwritten and printed material and a computer screen.
- Use hands to operate calculators, cameras, and computers, grasp tools, and inspect electrical devices.
- Learn to interpret and apply rules, regulations, and ordinances relating to police operations.
- Compile, analyze, and evaluate technical and statistical information.
- Use a computer, calculator, typewriter, telephone, facsimile machine, photocopy machine and camera.
- Analyze situations quickly and objectively and to determine proper course of action.
- Safely and effectively perform duties.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- Communicate clearly and concisely, both orally and in writing.

EDUCATION, EXPERIENCE AND TRAINING GUIDELINES

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

Education:

High school graduate or equivalent. A Bachelor's degree from an accredited college or university with major course work in Business Management, Criminal Justice, or a related field is preferred.

Experience and Training:

Five years related experience and/or training in records, dispatch, or equivalent combination of education and experience with at least two years in a lead or supervisory capacity.

Special Requirements:

- Possession of a P.O.S.T Basic Dispatch and Records Supervisor Certificate
- Must possess or obtain by appointment date a valid driver's license issued by the state of California.
- Must successfully complete a pre-employment background investigation.

TERMINOLOGY

Term	Description
Not Present	Activity or condition does not exist.
Rarely	Activity or condition exists up to one-sixth of the time.
Occasionally	Activity or condition exists up to one-third of the time.
Frequently	Activity or condition exists from one-third to two-thirds of the time.
Constantly	Activity or condition exists two-thirds or more of the time.
Required	Must be able to perform activity or perform subject to condition.

PHYSICAL DEMANDS

- **Standing – Frequently.** To maintain the entire body in erect posture without change in location, but often in conjunction with walking. The worker stands while doing many jobs including greeting visitors. Ability to perform equivalent to standing in a wheelchair or other device acceptable.
- **Walking – Frequently.** Movement of the entire body for certain distances using a heel/toe gait. The worker walks while moving between tasks and while performing some tasks that require short trips out of the office. Ability to perform equivalent to walking in a wheelchair or other device acceptable.

- **Sitting – Required.** The ability to rest weight on buttocks and back of thighs while legs are bent at the knees. Most tasks are performed while sitting.
- **Driving – Occasionally.**
- **Lifting – Occasionally.** The exertion of physical strength necessary to move objects from one level to another and often used in conjunction with carrying. Lifting is used when filing and when using or moving office supplies. About 90 percent of all lifting is 0 to 10 pounds, 10 percent of all lifting is 10 to 25 pounds.
- **Carrying – Rarely.** Used in conjunction with walking, and often with lifting, weight is either held or rested directly on hands, arms, shoulders and back. As with lifting, it is estimated that about 90 percent of all carrying is 0 to 10 pounds, 10 percent of all carrying is 10 to 25 pounds.
- **Pushing and Pulling – Not Present.** The exertion of force upon or against an object in order to move it away and/or draw or haul toward oneself. Except very light pushing and pulling such as required to open and close office drawers and cabinets, pushing and pulling is not present.
- **Bending – Frequently.** The ability to flex the under-trunk forward with knees extended, standing with knees flexed or while sitting. Bending is frequently required when picking items off the floor or when filing.
- **Twisting at the waist – Frequently.** Rotation of the entire body to a change in direction.
- **Stooping – Not Present.**
- **Kneeling – Occasionally.** Positioning the body with one or both knees fully flexed and resting on a level surface.
- **Crawling – Rarely.**
- **Climbing – Rarely.**
- **Balancing – Not Present.**
- **Reaching Overhead – Frequently.** Positioning arms with any degree of elbow flexion in front of the body.
- **Reaching below waist level – Required.** Positioning arms with extension of elbows below waist level.
- **Handling – Required.** Items handled include papers, folders, boxes, pencils, pens, paperclips, and other office equipment and supplies.
- **Fine finger and hand dexterity – Required.** Flexion and extension of the fingers with opposition of thumb. Fine finger and hand dexterity is utilized when doing paperwork.
- **Gross hand and finger dexterity – Required.** Flexion and extension of fingers and with the opposition of the thumb while using the palm of the hand.
- **Hand and wrist movement – Required.** Average hand and wrist movement is used in all phases of this job.
- **Vision – Required.** The worker will use average visual acuity in order to complete all job tasks.
- **Hearing – Required.** The worker uses average hearing ability in order to communicate with others.
- **Speech – Required.** The worker uses average verbal communication skills to communicate with the public and other workers.

Environmental Factors:

- Environmental factors that are **not present** include: unprotected heights, being around moving machinery, exposure to dust fumes, smoke, gases or other irritants. driving automotive equipment, exposure to excessive noises, exposure to radiant or electrical energy, confined spaces, exposure to sewer gases, methane, hydrogen sulfide, carbon dioxide, exposure to solvents, grease or oils, exposure to slippery or uneven walking surfaces, working below ground, working with combustible materials and gases, excessive vibration, and working with hands in water or other substances.
- **Unusual fatigue factors – Constantly.** Almost constant use of keyboards and other tasks that have the potential to cause repetitive stress injury are required.
- **Working in close proximity – Required.** About 50% of the work is with at least one other person.
- **Working inside – Required.** The work setting is in a typical office setting.
- **Working outside – Frequently.** Short trips are required out of the office.
- **Temperature –** The office is normally climate controlled to typical office temperatures. Outside work can require worker to be outside for short periods in temperatures below freezing and above 100 degrees Fahrenheit.

Approved by City Council on June 12, 2017