



ADMINISTRATIVE SERVICES MANAGER

DEPARTMENT: POLICE

Grade 19

CHARACTERISTICS OF THE CLASS:

This is highly responsible administrative work in the area of police administrative services as well as policy review and modification. The Administrative Services Manager will coordinate and manage City ordinance enforcement programs for the agency and have oversight of all policy modifications and creations. In addition, the Administrative Services Manager will be responsible to serve as the accreditation manager. This position is under the supervision of the Administrative Bureau Major and performs all related duties as directed by the Chief of Police or designee.

EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Maintains consistent communication and contact with vendors for the purpose of determining trends and resolving any programmatic and/or technical issues in a timely manner.
2. Acts as liaison between vendors and all City departments/personnel involved in program functions, in order to maintain partnerships and cooperative working relationships to successfully position the program to support City and departmental objectives.
3. Prepares detailed and comprehensive reports on program activity for the Chief of Police and other City personnel.
4. Reviews and measures program outcomes in order to accurately report program performance, identify problems and recommend improvements.
5. Monitors day-to-day program activities to ensure a sustainable and integrated program system.
6. Participates in program planning, development, training and implementation.
7. Assists in the preparation of research, goals and objectives, administrative reports, budget development and any special projects related to program.
8. Processes and inputs program registration and maintains a historical file.
9. Coordinates program activities, meetings and trainings between vendors and City personnel.
10. Provides assistance to City personnel, the media, outside agencies and the general public regarding program questions and/or activities.
11. Researches program development and companies for more effective service delivery methods.
12. Ensures and performs the revision of agency written directives.

13. Maintains a master and archive file for agency written directives.
14. Performs revisions, management and security over all agency forms.
15. Draft, modify and create General Orders and Standard Operating Procedures.
16. Liaison with the City Attorney's office regarding all General Order modifications.
17. Prepare and disseminate training bulletins.
18. Oversee the accreditation process for the police department.
19. Give presentations of policies and reports as needed.
20. Direct and oversee all aspects of the accreditation process.

REQUIREMENTS:

A. Training and Experience:

College degree from an accredited four-year college or university preferred. Knowledge of inner workings of a law enforcement agency.

B. Knowledge, Abilities and Skills:

Must possess extensive knowledge and overall understanding of all organizational functions.

Must have experience compiling and analyzing information and writing reports in a work setting; providing customer service; leading or facilitating teams or groups; and collaborating with other business units, agencies, or organizations.

Must have an understanding of the working of the following: All functions of programs being managed and all city ordinances related to these programs.

Must have an understanding of the agency's rules and regulations manual and knowledge of department goals, objectives and mission statement.

Must possess research, computer, inter-personal, verbal and written skills.

C. Physical Requirements: 1

D. Environmental Requirements: 1

E. Sensory Requirements: 8, 9