

MANAGEMENT OF EMERYVILLE SERVICES AUTHORITY (MESA)

Created: June 1990

Revised: July 2018

TITLE: POLICE SERVICES MANAGER

JOB CODE: 1230

DEFINITION

Under the direction of the Police Chief or a Command Officer, performs those duties requiring an extensive knowledge of problem analysis, complex office and police records functions. Supervises a section of the Police Department such as Administration or Records and Communications. Manages and provides direct and indirect supervision to all records, communications, and property room staff, as well as temporary staff and volunteers.

DISTINGUISHING CHARACTERISTICS

This is a non-sworn supervisory position in the Communications Bureau of the Administrative Services Division of the Police Department. Incumbent(s) provides first-line supervision to non-sworn employees, and may manage all aspects of criminal records, data entry and warrants functions; accessing of law enforcement information networks, communications dispatch functions as well as serving on various law enforcement/criminal justice policy committees.

Duties and Responsibilities: The duties and responsibilities listed below are illustrative only and are not intended to be a full and exhaustive list of all duties and responsibilities of this classification:

1. Supervises a centralized emergency and general service communications operation, including receipt of emergency E911 telephone calls, computer information, and two-way radio communication for Police, Fire, Medical and Local Government on a 24-hour, 7-day basis
2. Develops and publishes Communications Bureau operation policies and procedures; prepares and conducts Communications Bureau personnel training sessions and proficiency programs
3. Assists in the preparation of the annual budget for the Communications Bureau Operations within the Police Department
4. Assists in coordination of the operations of the Dispatch Center with all user agencies
5. Assures that personnel for the Dispatch Center and Records Section are fully trained and maintain a high level of proficiency and dependability
6. Researches, complies, and prepares detailed reports, Department policies and orders
7. Manages the maintenance of Police Department records
8. Reviews operating policies and procedures and makes recommendations for modifications and improvements

9. Assures compliance with and development of operating procedures and policies
10. Disseminates information relating to police matters by telephone or in writing, as needed
11. Meets with staff and user agencies to identify and resolve operational problems
12. Assists in hiring and training new employees as well as preparing performance appraisals
13. Coordinates, evaluates and trains employees, enforces rules, procedures and policies
14. Assures the effective and efficient utilization of equipment and supplies
15. Handles citizen inquiries and complaints in person or by telephone per policies
16. Performs related duties and responsibilities as required

QUALIFICATIONS:

Knowledge of principles and practices of employee supervision and management, including selection, training, performance management, and discipline; office procedures, office equipment, basic math for statistical purposes, manual/automated recordkeeping systems; procedures, processes and terminology used in 911 police, fire and related emergency radio and telephone; procedures, processes and policies related to property and evidence, operation of communication equipment, including telephone, radio, paging, computer and related systems; use and basic capabilities of computerized dispatching, record and information systems FCC rules and regulations; methods, materials, tools and equipment used in enforcement of state and local parking regulations; applicable local and State codes, ordinances and regulations governing parking within the City limits; safe work methods and safety regulations pertaining to the work including, driving habits; and basic geographical layout of the City.

Skilled in controlling, delegating and following up on the work of subordinates; assessing capabilities and skills of staff to maximize utilization of assigned personnel; effectively communicating to all levels of the organization both in written and oral form; accurately interpreting various documents, reports and Department rules, policies and procedures.

Ability to communicate with and motivate employees; schedule staff; prioritize and coordinate the work of staff; meet goals within a prescribed timetable; identify and make appropriate decisions, and judge the ramifications or possible impact of each decision; learn laws relating to police recordkeeping and dissemination of information; train and develop staff and keep command staff informed of developments; learn general orders and procedures inherent to a police department; evaluate and train subordinates; complete clear and concise written reports and correspondence; identify and implement process improvements to guide employees to optimal effectiveness and efficiency; maintain physical condition appropriate to the performance

of assigned duties and responsibilities which may include sitting for extended periods of time and operating assigned office equipment; communicate with others and assimilate and

understand information in a manner consistent with the essential job functions; operate assigned equipment; make sound decisions in a manner consistent with the essential job functions; learn laws, general orders and procedures related to police record keeping and dissemination of information, inherent to a police department.

EDUCATION & EXPERIENCE

Any combination of education and experience that would likely produce the required knowledge and abilities listed in qualifying. A typical way to qualify is:

Baccalaureate degree in Business or other related field, and

Four (4) years of progressively responsible experience in a law enforcement communications center, including experience working in a supervisory capacity. Two years of progressively responsible experience performing a variety of administrative and/or supervisory tasks in a communications center, or law enforcement environment. Work experience must include supervisory responsibility, including planning, organizing and coordinating staff work.

Experience in telecommunications and with 2-way radio systems when assigned to Communications.

Licenses and Certifications:

Possession of a valid California Class C Driver's License with a satisfactory driving record is an ongoing requirement of the job. Position also requires a background investigation, including a psychological and medical for new hires.

Possession and maintenance of both a Basic POST Dispatch Course Certificate of Completion

WORKING CONDITIONS

Work in an office or communications center environment; sustained posture in a seated position for prolonged periods of time; willingness to work odd or unusual hours, nights, weekends and holidays when required