

POLICE SERVICES BUREAU MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under administrative direction, oversees, supervises, and coordinates the activities and operations of assigned Divisions within the Police Department including dispatch, records, crime analysis, and technology; oversees, prepares, and assists administrative staff with research, studies, council reports, and presentations; coordinates assigned activities with other divisions, departments, and outside agencies; and provides highly responsible and complex administrative support to assigned management staff.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Assumes responsibility for assigned services and activities of assigned Divisions within the Police Department including dispatch, records, crime analysis, and technology.

Coordinates the organization, staffing, and operational activities for assigned divisions.

Participates in the development and implementation of goals, objectives, policies, and priorities; recommends and implements resulting policies and procedures.

Identifies opportunities for improving service delivery methods and procedures; identifies resource needs; reviews with appropriate management staff; implements improvements.

Directs, coordinates, and reviews the work plan for assigned services and activities; assigns work activities and projects; monitors work flow; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.

Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.

Participates in the development and administration of assigned program budgets; forecasts funds needed for staffing, equipment, materials, and supplies; monitors, reviews, and approves expenditures; recommends adjustments as necessary.

Performs project management functions for assigned projects; assembles project teams for projects; confers with project staff to outline plan and to assign tasks and the resources required for each task; establishes project milestones; ensures project progresses on schedule within prescribed budget, and with acceptable quality; confers with project team to provide technical advice and resolve problems.

Oversees the functions of the Police Records Division including the release, retention, and purging of police records; approves release of records to the public.

Oversees the functions of the Crime Analysis Division; reviews reports and memos; interprets and analyzes crime data; prepares special reports and summaries for Police Administration, City management and City Council.

CITY OF ESCONDIDO
Police Services Bureau Manager (*Continued*)

Researches grant funding opportunities for the department; prepares federal and state grant applications to establish programs and obtain additional funding for the department; prepares progress reports on grants; maintains files and documentation.

Oversees and manages assigned contracts; establishes scopes of works for projects; monitors change orders as necessary; signs off upon completion of project.

Prepares and reviews a variety of reports, memos, and correspondence for distribution department wide, citywide, or to the public; conducts research for Police Administration, management, and City Council; makes presentations as necessary.

Assesses need for new equipment, systems and programs for the department; works with vendors in researching and selecting new products; purchases products as assigned.

Works with federal, state, and county government agencies in the areas of auditing, reporting and information sharing as necessary.

Provides staff assistance to assigned management staff; conducts a variety of special studies and investigations; develops and recommends modifications to assigned programs, policies, and procedures as appropriate.

Coordinates assigned activities with those of other divisions and outside agencies and organizations; resolves sensitive and controversial issues.

Serves as staff on a variety of boards, commissions, and committees; prepares and presents staff reports and other necessary correspondence.

Attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of records management, crime analysis, and public safety dispatching.

Responds to and resolves difficult and sensitive citizen inquiries and complaints.

Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operational characteristics, services, and activities of assigned divisions including dispatch, records, crime analysis, and technology.

Principles and practices of project management and administration.

Team building and leadership skills.

Public Records Act and Department of Justice guidelines regarding the release, retention, and purging of police records.

Bureau of Crime Statistics crime reporting laws and requirements.

Principles of business letter writing and basic report preparation.

Principles of grant preparation and sources of funding.

Principles and practices of program development and administration.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

CITY OF ESCONDIDO
Police Services Bureau Manager (Continued)

Principles and practices of municipal budget preparation and administration.
Principles and practices of customer service.
Principles of supervision, training, and performance evaluation.
Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

Oversee and participate in the management of comprehensive dispatch, records, crime analysis, and technology programs.
Supervise, direct, and coordinate the work of lower level staff.
Select, supervise, train, and evaluate staff.
Participate in the development and administration of division goals, objectives, and procedures.
Research, analyze, and evaluate new service delivery methods and techniques.
Prepare and administer program budgets.
Prepare clear and concise administrative and financial reports.
Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
Interpret and apply federal, state, and local policies, laws, and regulations.
Manage multifaceted large and small projects.
Prepare and make professional presentations.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
Adapt to changing technologies and learn functionality of new equipment and systems.
Demonstrate an awareness and appreciation of the cultural diversity of the community.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

A Bachelor's degree from an accredited college or university with major course work in public administration, business administration, or a related field.

Experience:

Six years of increasingly responsible experience in a Police department that demonstrates broad knowledge and understanding of assigned area including records management, public safety dispatch, and crime analysis, and that includes two years of administrative and supervisory responsibility.

License or Certificate:

Possession of an appropriate, valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Standard office setting. CONTINUOUS working indoors, dust from paperwork. Work schedule is 9/80 with alternating Fridays off in a biweekly period. Work environment is both formal and informal, team oriented, having variable tasks, pace, and pressure. Work is performed indoors in office and in meeting rooms.

CITY OF ESCONDIDO
Police Services Bureau Manager (*Continued*)

Physical: Primary functions require sufficient physical ability to work in an office setting and operate office equipment. CONTINUOUS sitting and upward and downward flexion of neck; fine finger dexterity; light to moderate finger pressure to manipulate keyboard, equipment controls, and office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending, stooping, pushing/pulling, and twisting at waist; moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 20 lbs. from below waist to above shoulders and transporting distances up to 50 yards. OCCASIONAL squatting, kneeling, and reaching above and at shoulder height; moderate grasp to manipulate reference books and manuals; lifting objects weighing 20-35 lbs. from below waist to above shoulders and transporting distances up to 50 feet.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate equipment.

Hearing: Hear in the normal audio range with or without correction.

Date: April, 2003
Johnson & Associates