

POLICE ADMINISTRATIVE SERVICES MANAGER

DEFINITION

Under the general supervision and administrative direction of the Police Chief, the Administrative Services Manager performs a wide variety of professional-level and complex office, clerical, and administrative tasks and duties. The Administrative Services Manager enforces and is responsible for strict confidentiality procedures related to personnel and disciplinary matters within the police department. The Administrative Services Manager assists the public by providing personal information or directing information requests to the appropriate division according to established procedures. The Administrative Services Manager sorts, logs, and maintains confidential records and other documents; learns policies, procedures, and work methods associated with assigned duties; and performs other related duties as required. The Administrative Services Manager is distinguished from other support classes in that the work requires a higher level of knowledge and training regarding classified and confidential personnel matters.

SUPERVISION RECEIVED AND EXERCISED

The position receives direct supervision from the Chief of Police. Incumbents in this class exercise supervision over non-sworn staff.

CLASS CHARACTERISTICS

This manager-level classification provides overall administrative support functions within the police department, exercises independent judgment on diverse and specialized police records and property management activities, and oversight of lower-level administrative and volunteer staff. Incumbent is responsible for planning, organizing, reviewing, and evaluating the administrative work within the police department and for providing technical support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

Examples of ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Coordinates the daily operations of the Police Department's office, organizes work projects, sets priorities, meets deadlines, and performs diverse clerical and administrative tasks. Assists the Records Supervisor, records clerk, and front office staff.
- Maintains records and develops various documents and forms; prepares, posts, and distributes agenda materials, draft reports, project management documents, resolutions, and ordinances; and develops marketing and promotional materials.

- Handles sensitive information, including reports, memos, files, internal investigations, and general correspondence; gathers and reviews time sheets; manages attendance control; and collects, sorts, and distributes department mail.
- Responds to questions and concerns from the public; receives visitors and handles telephone calls; assists the public with application forms; and provides information concerning services, procedures, fees, permits, and legal requirements.
- Assists the Property and Evidence supervisor in maintaining an organized, restricted, secure area that houses personal property, case evidence, and illegal drugs.
- Supports maintaining evidentiary chain of custody and integrity of all evidence and property logged into the police department's property areas. Maintains all databases for proper tracking. Assists in keeping records organized and placement of all evidence and property.
- Conducts ongoing reviews and audits of evidence and property to ensure the system's integrity. Processes property & evidence auctions for unclaimed items.
- Uses computers to research and develop department documents; inputs, retrieves, and references various computer data management systems such as permit tracking systems and map inventories.
- Maintains the Chief of Police calendar; schedules meetings and appointments; arranges travel to meetings and conferences; and plans special events as assigned.
- Maintains the Deputy Chief of Police calendar; schedules meetings and appointments; arranges travel, seminars, and conferences.
- Represents the City professionally and customer-friendly; establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public; participates in various committee and commission meetings as assigned; and attends internal meetings recording and transcribing minutes.
- Maintains and safeguards confidential records, personnel, and background files; purges and transfers files as required by law.
- Attends police department staff meetings and maintains an accurate record of the discussion and directions.
- Provides support to the police department, investigations, training, property, and evidence and records divisions.
- Processes and reconciles the front registers and processes incoming payments and invoicing; prepares purchase orders; and requests supplies.
- Processes incoming and outgoing mail, purchase requisitions, and orders; maintains an inventory of office supplies and equipment.
- Assists with processing the department's payroll records, verifies regular overtime, and leave balances if an issue is recognized or noticed, and forwards any irregularities to the finance department for resolution after approval by the Chief of Police.
- Prepares correspondence, forms, reports, documents, purchase orders, confidential and specialized documents from drafts, notes, or other documents, as well as verbal instructions from department administration.
- Proofreads and checks written documents for accuracy, completeness, compliance with department, city, and state policies, and correct English usage, including spelling, punctuation, and grammar.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Specialized and confidential office and administrative policies and procedures.
- City codes and ordinances; State codes and ordinances.
- Knowledge of accounting, clerical, police, and computer terminology may be required.
- Basic principles of mathematics.
- Applicable federal, state, and local laws, codes, and regulations.
- Methods and techniques of scheduling work assignments.
- Specialized office procedures, practices, and equipment; modern office equipment, including a computer and applicable software.
- Methods and techniques for record-keeping and report preparation and writing.
- Proper English, spelling, and grammar.
- Occupational hazards and standard safety practices.

Ability to:

- Provide specialized clerical support to a specialized work unit.
- Read, understand, and review documents for accuracy and relevant information.
- Use applicable office terminology, forms, documents, and procedures in the course of the work.
- Learn the policies, procedures, and guidelines of the department to which assigned in a timely manner.
- Maintain accurate office files.
- Make accurate arithmetic calculations.
- Compose correspondence or documents.
- Meet critical deadlines.
- Deal successfully with the public in person and over the telephone.
- Courteously respond to community issues, concerns, and needs.
- Perform mathematical calculations quickly and accurately.
- Interpret, explain, and apply applicable laws, codes, and regulations.
- Read, interpret, and record data accurately.
- Organize, prioritize, and follow up on work assignments.
- Analyze a complex issue and develop and implement an appropriate response.
- Follow written and oral directions.
- Observe safety principles and work in a safe manner.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships.

Skills to:

- Operating an office computer and a variety of word processing and software applications.
- Supported grant management, including the reporting of financial reports, drafting staff reports, and public hearing notices.
- Support and administer the varying grants obtained by the police department.
- Create and implement forms and documents at the local, county, and state levels.
- Make clear, concise, and articulate public and council presentations.
- Must know the city and department budget and work with the Chief of Police to update that annual budget and make mid-year adjustments.

Education and Experience:

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

An associate degree from a two-year college or technical school and three (3) years of significant administrative, supervisory, and clerical work experience in law enforcement, police record management, police records supervision, confidential records management, or a related field. Experience with dealing with the public, particularly in a municipal government setting, is highly desirable. Additional years of qualifying experience may be substituted for the required education on a two-for-one-year substitution.

License/Certificates/Other:

- Valid Class “C” California driver’s license with a satisfactory driving record is required.
- Some positions may require the successful completion of a comprehensive California Peace Officer Standards and Training background investigation. C.L.E.T.S. certification, POST Property and Evidence Management, and other law enforcement certificates may be mandated as the law, statutes, and codes require.
- Being bilingual and fluent in Spanish is also desirable but is not required.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift up to 25 pounds and carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons infected with communicable diseases.