



City of Sebastopol

POLICE SUPPORT SERVICES MANAGER

DEFINITION:

To plan, organize and direct the activities of the Communications, Records, and Property and Evidence sections within the Police Department; to oversee, coordinate, and participate in administrative activities in support of Department operations; to coordinate section activities with other divisions or departments; and to provide highly responsible technical support to the Police Chief.

DISTINGUISHING CHARACTERISTICS:

The Section Head level position is characterized by the responsibility to provide full and direct supervision to employees within assigned department section(s) and across multiple activities.

SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from the Police Chief.

Exercises direct supervision of assigned staff.

EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only):

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

- Recommend and implement section goals and objectives; establish performance standards and methods for the communications, records and property and evidence sections.
- Plan, develop and oversee the work of staff involved in the implementation of dispatch, records, and property and evidence operations.
- Evaluate operations and activities of assigned sections; implement improvements and modifications; prepare various reports on operations and activities.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staffing, equipment, materials and supplies; monitor and control expenditures.
- Participate in the selection of staff; coordinate staff training; conduct

performance evaluations; recommend discipline; implement discipline procedures as directed.

- Perform a variety of administrative support assignments related to departmental accounting, purchasing, human resources development and public relations as assigned; develop and implement policies and procedures for the support and technical services functions of the department.
- Coordinate, direct, and expedite the completion of special projects, assignments and activities as directed by the Police Chief, including gathering information and evidence requested by court orders, assisting with various audits, and purging marijuana records; arrange receptions for departmental events, which may include swearing-in new officers, promotions, etc., including creating invitations, providing refreshments, and swerving as host.
- Serve as liaison with external Federal, State, County, and other agencies regarding administrative functions; act as an information source regarding department policies, procedures, programs, and objectives; interpret and implement departmental regulations and requirements.
- Process subpoenas and requests for release of information; process requests for discovery of information, tapes, videos, and reports and perform redaction to comply with existing laws and policy regarding privacy and the release of information; process and respond to Public Records Acts (PRA's) requests pertaining to police department records; oversee records retention schedules; purge and arrange for the destruction of reports and records.
- Serve as the Department's LiveScan Fingerprint Coordinator, assist with LiveScan processing, when necessary, which may include attending and participating in quarterly meetings held by Sonoma County RAN Committee and the Sonoma County Sheriff's Department; ensure maintenance services are scheduled as needed for the Live Scan machine.
- Oversee the coordination for animal control services and the current contract for animal control services, including writing or reviewing appendices to the contract as necessary; communicate with the service provider regarding the care of animals from Sebastopol.
- Ensure the proper recording, inventorying, retention, return, and chain of custody of property and evidence.
- Serve as official custodial of criminal justice records, oversee records management; prepare and submit crime statistics reports to the Department of Justice (DOJ).
- Provide pertinent data as received from the California Law Enforcement

Telecommunications System (CLETS), the National Crime Information Center (NCIC), Department of Motor Vehicles (DMV) and the Integrated Justice System (IJS); distributes information as needed.

- Serve as Agency CLETS Coordinator (ACC).
- Remove information on court-ordered sealed records for adults and juveniles, purge reports and records according to mandated retention schedules.
- Oversee and coordinate the design, implementation, maintenance, and administration of police communications or records and property systems, including related automated systems; coordinate with the City's information technology contractor to ensure effective integration of police and other information systems.
- Answer questions and provide information to the public; research questions and recommend corrective action as necessary to resolve issues.
- Represent the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of:

- Principles and practices of current communications practices used in municipal law enforcement, including computer aided dispatch.
- Principles and practices of current records management used in municipal law enforcement including police records management systems.
- Principles and practices of property and evidence receipt, processing, storage, return, and disposal.
- Pertinent local, State and Federal rules, regulations and laws.

- Principles and practices of budget development, implementation, and monitoring.
- Principles and practices of supervision, training and performance evaluation. Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

Ability to:

- Organize, implement and direct the Communications, Records, and Property and Evidence section activities and operations.
- Interpret and explain pertinent City and department policies and procedures.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at desk for long periods of time; intermittently twisting and bending to reach equipment and records surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less often and 25 pounds or less occasionally.
- Perform the duties of the staff supervised including communications, records, and property and evidence, as required.
- See well enough to perform the duties of the position which may require the use of close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Assist in the development and monitoring of an assigned program budget.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.

- Contribute effectively to the accomplishments of City goals, objectives and activities.

Education and/or Experience:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the required knowledge and abilities would be:

Education:

Equivalent to an associate's degree from an accredited college or university with major coursework in criminal justice, business administration, or another field of study applicable to the responsibilities and requirements of this job class.

Experience:

Four years of progressively responsible experience in law enforcement support activities, including two years of supervisory responsibility.

Licenses and/or Certifications:

- Possession at the time of hire and continued maintenance of a valid California Class C driver's license or the demonstrated ability to convey oneself to and from various geographical locations is required.
- Possession of a valid CLETS (California Law Enforcement Telecommunications System) certification within six months of appointment.
- Satisfactory completion of the Public Safety Dispatchers Basic Course as required by P.O.S.T. is required.
- Possession of, or ability to obtain, Peace Officer's Standards and Training (POST) Records Supervisor certificate is desirable.
- Completion of National Incident Management System (NIMS) Training is desirable. Possession of a POST Professional Dispatch Supervisor Certificate at hire is desirable.

Working Conditions:

Work is performed in a typical temperature-controlled office environment subject to typical office noise and environment. Positions may be required to work outside of normal business hours including evenings and weekends and the ability to travel.