



POLICE SUPPORT SERVICES MANAGER

City of Milpitas

Effective: 9/15/2017
Revised: 8/7/2018
EEOC: Administrators
FLSA: Exempt
Unit: Unrepresented

DEFINITION

The Police Support Services Manager is a civilian managerial position that acts as manager over the Police Department's Communication Center and Records Unit. This manager receives direction from a Police Captain and is responsible for administrative work and supervision related to the assigned work groups. This manager will be responsible for developing policy and managing technical projects. The Support Services Manager must be capable of evaluating operational efficiency and implementing improvements timely.

DISTINGUISHING CHARACTERISTICS

The Police Support Services Manager is responsible for managing the Police Department's Communication Center and the Police Department's Records Unit. The incumbent may be required, on occasion, to work nights and weekends and must be willing to adjust his or her schedule, as needed.

The Communications Center is a primary Public Safety Answering Point (PSAP) that is also responsible for dispatching police, public works, and fire personnel. The PSAP receives 9-1-1 and business phone calls for the City of Milpitas and operates on a 24-hour, 7 day a week basis.

The Records Unit operates Monday through Friday and is responsible for processing police reports and warrants, preparing case files for the District Attorney's Office, preparing responses to Public Records Act (PRA) requests, and interacting with the public.

SUPERVISION RECEIVED AND EXERCISED

- Receives general direction from the Technical Services Division Captain or designee.
- Exercises supervision over Records Unit and Communication Center personnel.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

- Manages, directs, and organizes assignments of the Records Unit and Communication Center personnel.
- Formulates long-range plans related to personnel, technological improvements, and service delivery.
- Trains and evaluates personnel.
- Evaluates operational efficiency and implements improvements, when needed.
- Manages software and hardware upgrades in the assigned work groups.
- Prepares and monitors the Records Unit and Communication Center budget.

- Manages projects associated to the assigned work groups.
- Oversees and manages assigned contracts.
- Ensures compliance with Federal Communications Commission (FCC), Criminal Justice Information Control (CJIC), Department of Justice (DOJ), Criminal Justice Information Services (CJIS), California Law Enforcement Telecommunications System (CLETS), and National Crime Information Center (NCIC) policies and security regulations.
- Exercises sound decision-making and consideration when dealing with the public, colleagues, supervisors, and subordinates.
- Communicates effectively both orally and in writing.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Theory, techniques, principles and practices of emergency communications.
- Principles and procedures of record keeping.
- Law enforcement and fire service records management.
- Municipal budgeting practices.
- Principles of supervision, training, coaching, and performance evaluation.
- Leadership and personnel management.
- Public Safety Answering Point (PSAP) operations.
- Laws governing records retention and the California Public Records Act.
- Federal Communications Commission (FCC) and Department of Justice (DOJ) regulations.
- English usage, spelling, grammar, and punctuation.
- Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

- Plan, direct, organize, coordinate, and manage the work of a complex public safety organization.
- Make decisions at a high-level and be able to respond to technical failures.
- Research and procure equipment related to a PSAP and a municipal record keeping work group.
- Prepare clear and concise written and oral reports.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work cooperatively with other departments, City officials, and outside agencies.
- Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the unit.
- Communicate clearly both orally and in writing.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, City staff, or other agencies on sensitive issues in area of responsibility.

- Coordinate and direct activities of the emergency Communications Center and Records Unit.
- Plan, organize, and review the work of assigned personnel.
- Manage, lead, coach, and mentor personnel.
- Supervise, train, and evaluate assigned staff.
- Work various shifts including nights, weekends, and holidays, and be willing to adjust schedule, as needed.

EDUCATION AND EXPERIENCE

Education:

- Equivalent to an Associate’s degree in criminal justice, emergency management, public or business administration or closely related field is required.
- A Bachelor’s degree is highly desirable.

Experience:

- Five years of experience working in a public safety agency.
- Three years of recent experience comparable to a supervisor, preferably in a PSAP.

CERTIFICATE

- Possession of a valid Class C California Driver’s License.
- Possession of and ability to maintain a Basic Public Safety Dispatcher Certificate issued by the California Commission on Peace Officer Standards and Training (POST) is highly desirable.

SPECIAL REQUIREMENTS:

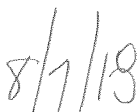
Essential duties require the following physical abilities and work environment:

Work in a general office environment; sit and/or stand for long periods of time, repetitive keyboarding; reach, squat, lift, and carry up to 25 pounds; able to travel to various locations within and outside the City of Milpitas.

Approved by:



 City Manager



 Date



 Human Resources Director



 Date