

## CLASSIFICATION SPECIFICATION

**CITY OF MARYSVILLE, CA**

**Date:** June 2017

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CLASS TITLE:	<b>Support Services Manager</b>	JOB CODE:	01791
WORKING TITLE:	Support Services Manager	FLSA STATUS:	Exempt
REPORTS TO:	Chief of Police	HIRING STATUS:	At Will

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### **JOB SUMMARY**

Under limited direction, the Support Services Manager performs a variety of highly responsible administrative, supervisory and technical duties in planning, coordinating, assigning and directing the functions of a division of the Police Department; assists in designing and implementing procedures, methods, programs and departmental goals and objectives; responsible for the efficient accomplishment of the daily activities of an assigned work group; performs highly responsible technical staff assistance to the Chief of Police; exercises direct supervision over staff; assumes command in emergency situations; and performs related work as assigned.

### **DISTINGUISHING CHARACTERISTICS**

The Support Services Manager is an exempt, senior-level administrative support classification in the Police Department. The Support Services Manager is responsible for directing and supervising the work of non-sworn classifications either directly or through subordinate supervisors. Limited direction is provided by the Chief of Police.

### **EXAMPLES OF WORK**

Examples of Work are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it. Employees are responsible for all other duties as assigned.

Provides continuous leadership in carrying out the program mission, as amended from time to time, including:

- Plans, directs, supervises, and coordinates the Support Services Division of the Police Department;
- Reviews and approves purchasing requests and documents;
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- Supervises, trains, and evaluates assigned staff; implements recognition and discipline procedures;
- Develops and implements goals of the division or other assigned work group, objectives, policies and procedures in support of the departmental mission, vision and values; evaluates division activities, policies, procedures, and departmental rules, orders, and regulations and makes recommendations as needed; assists in designing, coordinating, and implementing community education, organization and mobilization efforts;
- Assumes administrative control of all persons employed within the Police Department Support Services Division; reviews, directs, develops, and evaluates the performance of assigned staff and support staff; organizes and coordinates the dissemination of support information to staff within the office, division, or area assigned; establishes and directs training programs for sworn and non-sworn personnel; reviews investigations of officer and/or staff misconduct

within the department and may initiate disciplinary action or recommend action to the Chief of Police;

- Conducts inspections of the Police Department Support Services Division to ensure compliance with laws, department and City policies and procedures;
- Assists in developing, implementing, and monitoring departmental program budgets and provides administrative guidance for the control of budget expenditures;
- Conducts and reviews internal investigations of citizen and officer complaints;
- May take charge of incidents or situations of a sensitive or complex nature;
- Presents oral and written reports to city agencies and the city council, public safety interest groups, other interested parties and groups, and the public;
- Provides lead and/or support assistance in grant proposal presentation and administration;
- Routinely reviews operating procedures and makes recommendations for improvements in records management and communications and public safety dispatch management;
- Acts as Custodian of Records and appears in court as required;
- Ensures compliance with state and federal reporting requirements;
- Performs other duties as apparent or as delegated.

### **QUALIFICATION REQUIREMENTS**

To be successful in this position, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EMPLOYMENT STANDARDS** (position requirements at entry)

Any combination of education, training, and experience which provides the required knowledge, skills, and abilities to perform the job is qualifying. These employment standards would typically be achieved by graduation from an accredited four-year college or university with a degree in Public or Business Administration, Public Policy Analysis, Economics, Emergency Management, Administration of Justice, Criminology or similar major; and at least three years of progressively responsible work experience which involved duties similar to those expected of incumbents in this classification, including at least one year supervising others. Experience in a law enforcement or government setting is desirable but not required.

### **KNOWLEDGE, SKILLS, AND ABILITIES** (position requirements at entry)

#### **Knowledge of:**

- Contemporary principles, practices, and techniques of administration, including fiscal and human resource management;
- Contemporary technical and administrative practices for record keeping;
- Principles and practices of organization and management, supervision, training, performance evaluation and procurement processes;
- Methods and techniques of conducting objective research;
- Contemporary budgeting principles and practices, including fund accounting concepts;
- Contemporary technology and its application in a current environment, including various types of communication devices/systems, and information systems;
- Standard office practices and procedures, including accurate filing and records management;
- The function and use of standard office equipment;
- Computers and computer applications including spreadsheets, databases, and word processing;
- Business English, including spelling, grammar and punctuation;
- Principles and practices of leadership, motivation, team-building and conflict resolution;

- Local government institutions, governance, and service delivery responsibilities.

**Ability to:**

- Listen effectively;
- Communicate clearly, logically, concisely, and persuasively, both orally and in writing;
- Conduct complex technical subject matter research, either independently or as part of a group, requiring the application of quantitative and qualitative research methods;
- Interpret complex and difficult situations, reducing them to their significant elements, and applying appropriate interpretation to the situations;
- Develop and administer sound department policies;
- Select, supervise, train, and evaluate assigned staff;
- Carry out policies of the City;
- Identify with management and City goals and objectives and understand and support City priorities and needs;
- Complete assigned tasks relying on broad descriptions and objectives, rather than on extensive, separate instructions requiring frequent supervision;
- Prioritize workload effectively to meet deadlines under changing conditions;
- Establish and maintain effective, cooperative working relationships with individuals and groups encountered;
- Maintain discipline and enforce rules, regulations, and procedures;
- Formulate meaningful work programs in assigned areas of responsibility;
- Organize the work of subordinates in order to successfully achieve a common mission;
- Direct the actions of subordinate personnel in sensitive or complex law enforcement operations;
- Meet the physical, psychological and background requirements necessary to safely and effectively perform assigned duties and responsibilities;
- Use computers and computer applications and software effectively in the accomplishment of assignments.

**Language Skills:**

- Well-developed listening, writing, and verbal communication skills, including the proper use of legal, scientific, financial, and subject matter concepts and terminology, conveyed with the intended audience in mind.

**Reasoning Skills:**

- Well-developed ability to define organizational, operational, and technical subject matter problems succinctly, to draw reasonable conclusions therefrom, to conceptualize solutions effectively, and to effectively relate those matters to others. The issues involved will regularly require incumbents to interpret a variety of technical instructions, possibly given in mathematical, diagrammatic, scientific, or statutory forms, and to deal with both abstract and concrete concepts.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those which 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 functions.

While performing the duties of this job, the employee is regularly required to sit, walk, and stand.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Must be able to use telephone and computer equipment and peripherals.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderately quiet indoors, and varying outdoors.

Work days are frequently long, and work product deadlines are common.

Confidentiality is expected.