



POLICE SUPPORT SERVICES MANAGER

DEFINITION

Under the direction of the Police Chief, supervises non-sworn support personnel engaged in work assignments of the Police Department's administrative, records, and property and evidence sections; manages the department computer network; provides administrative assistance to the Police Chief and Commander.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- As directed, serves as department liaison to other City staff, the general public, and outside agencies; screens calls, visitors, and mail; responds to complaints and requests for information.
- Assists in collecting, compiling, analyzing, and assembling information from a variety of sources including departmental policies, procedures, systems and precedents, and a variety of other specialized topics of interest to the department.
- Develops, implements, evaluates, and revises department records, computer, and property management systems, procedures, and policies.
- Establishes standards of clerical and communications work performance and reviews work of subordinates for completion, accuracy, and adherence to established policy and procedure.
- Supervises, oversees, or performs the preparation and maintenance of personnel, operations, statistical, and financial records and reports; verifies and reviews materials, applications, records, and reports for completeness, accuracy, and conformance with established policies, regulations, and procedures.
- Assists in preparing, administering, and monitoring the departmental budget; compiles annual budget requests; recommends expenditure requests for designated accounts; estimates supply and equipment requirements for budgetary purposes.
- Assists in selection of, and makes recommendations on, the selection of subordinate personnel; coordinates training and prepares performance evaluations of subordinates.
- Assists staff in writing and reporting crimes that meet the new State and Federal Crime Reporting Databases, CIBRS/NIBRS.

- Implements and manages automated law enforcement records systems using computer applications.
- Provides administrative clerical activities including composing letters, memoranda, reports, resolutions, and ordinances, some containing confidential material; maintains department administrative and personnel files (sworn and non-sworn).
- Prepares purchase orders and other fiscal records for expenditure reimbursements; issues departmental gear and equipment; maintains inventories; maintains other logs and files as needed.
- Processes and complies with court ordered subpoenas, motions for discovery, pitches motions and record sealing orders.
- Acts as custodian of records, property, and evidence.
- Maintains current knowledge of, and operates a variety of computer programs, office equipment including copiers, and facsimile machines; utilizes various computer applications and software packages; maintains data and generates reports from a database network system; creates report documents using word processing and spreadsheet software.
- Administrative process management of Concealed Carry Weapons permits.
- Management of department contracts.
- Audit and system management for CA legislative mandated of Racial Identity Profiling Act (RIPA) data collection.
- System management and auditing of Body Worn Camera system, including all in unit camera systems. Requires 24-hour on-call for system support and management.
- Management of department building, interview room, and evidence locker surveillance system. Requires 24-hour on-call for system support and management.
- In charge of the City-wide phone system and network.
- Initiation and oversight of department equipment deemed obsolete for department use going to auction.
- Management of department cost recovery.
- Complies with State and Federal audits.
- Performs other related duties as required.

QUALIFICATIONS:

Knowledge of:

- Modern office methods, machines, procedures, and practices; including common office computer applications for word processing, spreadsheets, and database management.
- Policies and procedures of the Police Department Records and Communications Bureau
- Basic knowledge of principles of management supervision and training.
- Local, State, and Federal laws applicable to law enforcement public records and confidentiality of information and right to privacy.
- The organizational function of a law enforcement agency as it relates to the criminal justice system.
- Basic computer (LAN) system management and maintenance.
- Principles of budgetary and fiscal management.
- Property and evidence management.
- Basic fiscal, statistical, and research report preparation techniques.
- Theory, principles, practice, and techniques of police administration.
- Principles and practices of public administration, including long-range planning, budgeting, purchasing, and maintaining public records.
- Rules of evidence.
- Inter-agency communication/assistance techniques and practices.
- Thorough knowledge of municipal organization and administration.
- Federal, state, and local laws, policies, and directives applicable to areas of responsibility including Public Records Act, CLETS, CJIS, NIBRS, FCC, and HIPPA requirements.
- Federal, state, and local laws, policies, and procedures governing records management system for the Department, including the retention, archiving, release, and destruction of Department public records.
- Department's Body Worn Camera philosophy, policy, privacy, and procedure, including state public records law balancing accountability with transparency, developing effective BWC policies, establishing an effective and efficient public records release process.
- Principles and practices of sound business communication.
- Research methods and analysis techniques.
- City human resources policies and labor contract provisions.
- Safety policies and safe work practices applicable to the work.

Ability to:

- Plan, supervise, train, delegate, and coordinate work of subordinates.

- Devise and adapt work procedures.
- Understand, interpret, and apply rules, directives, and laws to specific situations.
- Operate a variety of computer software including word processing, database, and records management applications.
- Maintain cooperative working relationships.
- Exercise independent judgment.
- Understand the organization and operation of the City and outside agencies.
- Transcribe tape recordings.
- Research, compile, and interpret data.
- Implement and maintain applicable filing systems.
- Communicate clearly and concisely, both orally and in writing.
- Successfully accomplish responsibilities that are time sensitive, high liability, and tend to have a high consequence for error.

Education & Experience:

- Associate's degree in a related field; OR
- Equivalent work experience; AND
- Minimum of four years of increasingly responsible clerical or administrative experience involving law enforcement records, communications, and computers with two years supervisory or lead experience preferred. Peace Officers Standards and Training (P.O.S.T.) courses in records management, property and evidence management, and civilian supervision preferred.

The Fine Print

The job description does not constitute an employment agreement between the employer and employee and is subject to change as the employer's needs and job requirements change.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

TOOLS & EQUIPMENT USED

Typical and complex office equipment including personal computer word processing, spread sheet, computer aided dispatch and records management applications, telephone, copy machine, fax machine, and calculator.

PHYSICAL DEMANDS

The physical demands described here 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 functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear; walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, crouch, kneel or crawl. The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Normal office setting with extensive public contact. The employee is occasionally exposed to hazardous, toxic and dangerous substances and objects. The noise level in the work environment is usually quiet. At times can be required to work during times outside of normal working hours.

SELECTION GUIDELINES

Formal application, rating of education and experience, oral interview and reference check; job related tests may be required. Selection process shall include complete background, polygraph, psychological, and pre-employment drug screening.

Approved by the Morro Bay City Council on June 14, 2004.

Revised and approved by the Morro Bay City Council on June 27, 2017.

Revised and approved by the Morro Bay City Council on April 8, 2025.