



CITY OF CITRUS HEIGHTS

POLICE SERVICES MANAGER

DEFINITION

To plan, organize, direct and coordinate professional staff and specialized activities of their assigned unit(s) within the Police Department; to provide a high level of response to community concerns regarding department operations; to be responsible for the efficient accomplishment of daily activities of an assigned unit(s); to coordinate assigned activities with other departments and outside agencies; and to provide highly responsible and complex staff assistance to higher level police staff.

DISTINGUISHING CHARACTERISTICS

The manager level recognizes positions that provide full line and functional management responsibility, directly or through subordinate supervisors and/or seniors either for an assigned unit(s) or for program area within a department. Assignments are broad in scope and require the use of independent judgment and initiative in resolving complex administrative issues and making technical decisions and policy and budget recommendations of considerable difficulty. The incumbent coordinates activities with the needs of personnel in other City departments and community groups.

The Police Services Manager is distinguished from the next higher exempt management classification of Police Commander in that the latter has overall supervisory and management responsibility for a major functional division within the Police Department. The Police Services Manager is distinguished from the next lower classification of Police Services Supervisor or Police Communications Supervisor in that the latter has lead responsibility for a specific team of professional staff or performs specialized police assignments. The Police Services Manager is distinguished from the Police Lieutenant in that the latter is a sworn position and is responsible for sworn staff as well as professional staff.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from a Police Commander, Chief of Police and/or his/her designee. Exercises direct supervision over assigned supervisory, professional, technical and support staff.

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

- Administer, direct, and review program area(s) to meet organizational objectives and goals.
- Participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs and staff; recommend and implement policies and procedures. Identify opportunities for improving service delivery methods and procedures; identify resource needs; review with appropriate management staff; implement improvements.
- Direct, coordinate and review the work plan for assigned services and activities; assign work activities and projects; monitor workflow; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems.
- Analyze statistical data and reports to identify and determine causes of problems and develop recommendations for improvement of organization's systems, procedures, or programs.
- Analyze and interpret results of studies, and prepare reports detailing findings, recommendations, or conclusions and determine areas requiring additional resources and

new program implementation.

- Select, train, motivate and evaluate professional police personnel; assist in developing and conducting training programs in the various phases of police activities; assist with internal affairs investigations; work with employees to correct deficiencies; respond to citizen complaints; recommend discipline and termination procedures.
- Participate in the development and administration of the assigned budget; forecast funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; recommend adjustments as necessary; perform other administrative duties as assigned.
- Coordinate assigned police services and activities with those of other divisions, outside agencies and organizations.
- Provide staff assistance to assigned Police Commander or higher-level police staff; prepare and present staff reports and other correspondence as appropriate and necessary; prepare a variety of reports and make presentations before the City Council and community groups.
- Respond to inquiries from the media and general public; resolve difficult and sensitive complaints; conduct meetings with local media personnel; prepare news releases; provide interviews to media personnel upon request.
- Coordinate the design, maintenance, implementation, and administration of police communications, records, and related automated systems, working collaboratively with the Information Technology Division regarding technical assistance; work with outside vendors and consultants; recommend improvements, equipment upgrades, and enhancements.
- Analyze and define information processing needs; prepare program feasibility analysis; coordinate diagnosis of hardware/software problems, equipment repair and programming revision activities; and, perform basic diagnostic review of performance problems related to specific police technology systems.
- Attend and participate in professional group meetings and committees; stay abreast of new trends and innovations in the field of police services.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform the full range of duties assigned to professional staff as required.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Operations, services and activities of a comprehensive municipal law enforcement program.
- Police services theory, principles, and practices and their application to a wide variety of services and programs.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Modern office procedures and computer equipment.
- Principles and practices of organizational analysis and management.
- Budgeting procedures and techniques.
- Principles and practices of supervision, training and personnel management.
- Pertinent federal, state and local laws, codes and regulations.
- California Penal Code, department policies, rules, regulations and General Orders.

Ability to:

- Supervise, train, evaluate, and coordinate the work of assigned staff.
- Select, train, and evaluate assigned staff.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Prepare clear and concise administrative and financial reports.
- Prepare and administer budgets.
- Interpret, apply, and make decisions in accordance with applicable federal, state, and local policies, laws, and regulations.
- Use computers, related computer applications and software operations related to police service activities.
- Identify and prepare information for release to the media.
- Engage tactfully and courteously with the public and law enforcement personnel; demonstrate a high ability to interact with the public courteously, with patience and a positive attitude.
- Maintain contact and preserve good relations with the public; respond to requests and inquiries from the general public in a timely basis.
- Recommend improvements in departmental operations and in the rules, regulations, and policies governing the department.
- Oversee and manage an assigned operational unit of the Police Department.
- Relish innovation and think progressively.
- Identify and generate “a better way of doing things” by viewing issues or problems as opportunities for improvement rather than obstacles.
- Be a visionary and innovator, demonstrating an ability to see the “big picture.”
- Keep the Police Commander and/or higher police staff informed and up-to-date.
- Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.
- Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer with proficiency and familiarity.

Experience and Training

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

Experience:

Four years of increasingly responsible experience in city government, management and administration including one year of responsibility in a supervisory role.

Training:

Equivalent to a Bachelor’s degree with major course work in criminal justice, computer science, business administration, public administration or a related field is preferable. A Master’s degree is highly desirable. Additional experience in city government, the police department, or a related field may be substituted for education.

License or Certificate:

Completion of California POST certified Public Records Act course desirable.

May need to possess a valid California driver’s license and proof of automobile liability insurance as required by the position.

PHYSICAL/SENSORY REQUIREMENTS

On a continuous basis, sit at desk for long periods of time; intermittently twist, bend and reach to investigate field issues; push and pull equipment; 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 30 pounds or less.

File:	Police Service Manager
FLSA:	Exempt
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