

**CITY OF GLENDALE**

**TITLE: Police Technical Services Manager CLASS CODE: 623**

**REPORTS TO: Varies GRADE: 29**

**DEPARTMENT: Police FLSA: E**

**JOB SPECIFICATION DATE: August 6, 2007 ab**

**JOB SUMMARY**

Plans, coordinates, and manages a division of a bureau of the Police Department.

**ESSENTIAL FUNCTIONS**

Depending on assignment, responsibilities may include:

1. Plans, organizes, manages, and evaluates the functions, supervisors and staff of an assigned division.
2. Coordinates the recruitment and hiring of staff of an assigned division.
3. Plans and directs the development of training programs for employees within assigned division.
4. Develops recommendations for changes in policies, procedures and practices of the operational areas.
5. Directs work area security analysis.
6. Analyzes processes and procedures to identify and resolve problems concerning policies, equipment and personnel.
7. Develops and monitors operational budget for area of responsibility; approves expenditures.
8. Assists with overall planning, research and implementation of automation projects.
9. Responds to unusual or difficult court orders or inquiries from other City departments or citizens.
10. Coordinates operational activities with those of other divisions, City departments, or outside agencies.
11. Investigates and resolves citizen complaints related to areas of responsibility.
12. Oversees the preparation of reporting statistics.
13. Oversees the security and the release of information per mandated guidelines.
14. Manages the preparation and maintenance of records, reports and files.
15. Supervises the investigation of complaints.
16. Verifies and validates bills.
17. Serves as project manager on special projects in areas of responsibility.
18. Represents the division at community functions.

**SECONDARY FUNCTIONS**

19. Performs other related duties as assigned.

**KNOWLEDGE, SKILLS, ABILITIES**

**Knowledge of:**

- Effective management and supervisory practices
- Federal and State laws and regulations governing custody of information, privacy and security
- Police department policies, procedures, and practices
- Computerized criminal justice information systems (PACE, ACIC/NCIC)
- PC software, word processing, spreadsheet, and database applications

**Skill in:**

- Operating the technical data systems utilized within the Police records area

**Ability to:**

- Plan, organize, direct and evaluate the work of supervisory staff and subordinates
- Direct and conduct research, analyze, interpret and report findings and recommendations
- Communicate effectively, both orally and in writing
- Develop and administer a section budget
- Resolve problems and complaints from irate citizens
- Establish effective working relationships with all levels of police personnel, City officials, other law enforcement agencies, and the general public

**WORKING CONDITIONS**

Office setting.

**MINIMUM QUALIFICATIONS**

Bachelor's Degree in Police Administration, Criminal Justice, Public Administration, or a related field, and three years of experience in Police Administration relevant to area of assignment, including one year of supervisory experience and experience working with computerized information systems.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, is qualifying.