

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB TITLE: POLICE ADMINISTRATIVE MANAGER

DEPARTMENT: POLICE

BASIC FUNCTION:

Under administrative direction, to assist the Police Chief and the Assistant Police Chief in the administration and management of the Police Department; to direct, manage, supervise and coordinate the programs and activities of the Support Services Division including Records, Dispatch, Crime Analysis and the Real-Time Crime Center (RTCC); establish division and program policies and priorities; manage civilian, technical and professional staff; participate as a member of the Police Department Command Staff; and provide highly responsible and complex staff assistance to the Police Chief and Assistant Police Chief.

DISTINGUISHING CHARACTERISTICS:

This single incumbent job classification is the top-level administrative management position supporting the Police Chief and Assistant Police Chief and acts as a Division Commander over the Support Services Division including Records, Dispatch, Crime Analysis and the Real-Time Crime Center (RTCC). It is distinguished from Police Captain by the assignment of administrative and support services functions and the designation as a non-sworn position.

KEY RESPONSIBILITIES:

Assist the Police Chief and the Assistant Police Chief in planning, implementing, and directing services and activities related to the delivery of Police support services including but not limited to records administration, dispatch management, personnel management, and related support services functions.

Participate in the development and implementation of Division goals, objectives, policies, and priorities; establish strategies and programs to meet Department operational goals; continuously review operational activities and programs to identify issues and create solutions for improving service delivery.

Conduct research on a variety of law enforcement and administrative issues; develop and prepare organizational and operational studies, staff reports, ordinances, complex analyses, and investigations; prepare and present reports to City Council, Community-Police Engagement Commission, community groups and outside agencies.

Evaluate and develop enhancements to the Records Programs, systems, and procedures to provide an effective, easy-to-use process for maintaining, organizing, and accessing information citywide.

Maintain currency with legislation, Government Codes, and other legal requirements pertaining to Document Management and Records Programs systems and procedures
Research and analysis of reporting methods and procedures

Develop and provide Records Management and Document Management System training programs for city staff. Provide full staff support to assist the elected City Clerk in the performance of all of the activities assigned to the City Clerk by State Law, local ordinances and policies.

Develop and administer department-wide policies and procedures; recommend changes to practice, consistent with best practice methods and/or law in relation to Records, Dispatch, Crime Analysis and the Real-Time Crime Center.

Participate in the appointment of departmental staff; plan, organize, and supervise the work of departmental management staff and work teams; monitor, evaluate, and document subordinate work performance; coach and motivate for improved performance; develop and implement staff training programs and plans; recommend and coordinate employee recognition, discipline and termination with subordinate supervisors.

Direct the design, maintenance, and administration of police communication, records and related automated systems; work collaboratively with the city's Information Technology Department to maintain and update system requirements; recommend improvements, equipment upgrades and system enhancements.

Meet with consultants, management staff, the public, legal advisors, and representatives from other governmental agencies; coordinate law enforcement activities and serve as a liaison of the department with other city departments, divisions and outside agencies; participate in community events and programs that promote department programs, projects and services.

Respond to sensitive and difficult public inquiries, complaints, and requests for information; meet with community members, business owners, and the public to resolve issues.

Provide responsible staff assistance to the Police Chief and Assistant Police Chief.

Regularly and predictably attend work.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Law enforcement theory, principles and practices and their application to a wide variety of services and programs
- Federal, state and local laws, ordinances, codes and regulations and recent court decisions affecting municipal law enforcement operations.
- Leadership and management principles and practices of organizational administration and personnel management.
- Principles of personnel management including performance evaluation, performance improvement, motivation, and mentoring and employee/labor relations.
- Modern office practices, procedures, methods, and equipment.

Ability to:

- Effectively assist in the management and administration of a municipal police department.
- Analyze complex law enforcement issues, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

- Interpret and enforce city and Departmental policies, procedures, rules and regulations.
- Stay abreast of new trends, innovations, standards and guidelines in the field of law enforcement administration and management.
- Promote and maintain a positive work environment, free from the distractions associated with negative and disruptive behavior.
- Act quickly and calmly in emergency situations.
- Exercise good judgment, flexibility, creativity and sensitivity in response to changing situations and needs.
- Gain cooperation through discussion and persuasion.
- Select, supervise, train and evaluate personnel.
- Prepare and maintain accurate and complete records.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Five years of increasingly responsible professional, supervisory, and/or management level experience administering significant personnel, or operational programs, including a minimum of three years supervisory experience. Management experience in a California law enforcement agency highly desirable.

Education: Equivalent to completion of a bachelor's degree with major course work in public administration, criminal justice, or a related field. Master's degree desirable.

License/Certificate: Due to the performance of some field duties which require the operation of a personal or city vehicle, a valid and appropriate California driver's license and an acceptable driving record are required.

ENVIRONMENTAL CONDITION AND PHYSICAL REQUIREMENTS

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. An employee is frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office equipment as necessary during the course of the work assignments. Ability to lift and move microcomputer and related equipment occasionally to install, troubleshoot or perform minor maintenance as necessary.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read and interpret financial and statistical data, information and documents; analyze and solve problems; use math and apply mathematical reasoning and abstract statistical concepts; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines; and interact with staff, Council members and others encountered in the course of work. The employee

works under typical office conditions and the noise level is usually quiet. Employee may be required to travel to city work sites or other sites for meetings.

Please Note: Prior to employment, the prospective candidate must successfully complete a thorough background review, including being fingerprinted by Carlsbad Police Department. Record must be free from conviction of any felony, or misdemeanor involving moral turpitude, and from an excessive number of citations for traffic violations. Background history should indicate responsibility, dependability, honesty, integrity, acceptable communications skills, good judgment and ability to relate well with others. All employees with access to the California Law Enforcement Telecommunications Systems (CLETS) will follow the access policies of the Carlsbad Police Department and California Penal Codes 11105 and 13300.

This is an unclassified, at-will position.

DATE APPROVED: March 20, 2023