

POLICE SERVICES MANAGER

Salary Range: 15 (Public Safety Management Salary Schedule)

DEFINITION

Under general direction, to plan, organize, supervise and manage the activities and personnel of the crime prevention and volunteer programs of the Police Department; to act as liaison between the Police Department, the public, and other agencies in community relations and volunteer activities; and to provide direct administrative and technical support to the Support Service Commander and others; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a non-sworn, single position, management classification within the Police Department. The incumbent performs a number of duties within the assigned programs which require discretion, initiative and independent judgment and receives only general direction from the Support Services Division Commander.

SUPERVISION EXERCISED AND RECEIVED

The incumbent reports to the Support Services Commander, and supervises volunteer police personnel.

EXAMPLES OF DUTIES, KNOWLEDGE, AND ABILITIES

Duties may include, but are not limited to the following:

- Oversees the Police Department's volunteer program by recruiting, training, evaluating, mediating, recognizing, and giving assignments to volunteers.
- Coordinates the Rocklin Police Volunteer Academy for residents and potential volunteers, including recruiting, conducting orientation sessions, performing preliminary background checks, developing and/or revising the curriculum, scheduling educational speakers, and certifying successful participants.
- Matches volunteers with appropriate positions and trains supervisory personnel in volunteer management; maintains contact with volunteer personnel and supervisors to ensure satisfaction with assignments and acceptable performance on the job.
- Develops and presents educational programs, speeches, and learning activities to provide information about public safety and crime prevention to a variety of audiences; arranges necessary materials, equipment, and personnel; sets up for events and programs as necessary.
- Coordinates and participates in various crime prevention and related programs and community activities; establishes contact with and coordinates activities with public service, volunteer, and professional organizations, schools, businesses, private citizens groups, and other City departments; organizes the Police Department's involvement in various requests for services from the general public.
- Prepares and presents media releases, public relations material, statistical information, and special reports concerning public safety, crime prevention programs, and other Police Department activities; composes newsletters and articles; maintains computer databases and other files.

- Represent the Police Department to other City departments, elected officials, outside agencies, and the community.
- Participates on a variety of boards and commissions; attends meetings and make presentations to the City Council, local community, and service groups; serves as Police Department's representative on the City's Project Evaluation Committee; reviews plans submitted by the Planning Department; completes the referral/request for comment section for each new proposal; completes security plan for each proposal.
- Assists in a variety of operational and administrative activities including setting crime prevention goals and objectives, preparation of budgets and grants, researching information and preparing reports, and providing administrative support to departmental staff.
- Monitors and expands the City's Neighborhood Watch program; provides information and materials to interested parties; schedules, organizes material for, and attends meetings at interested party's home; conducts Block Captain meetings; researches, prepares, and distributes monthly Neighborhood Watch Update.
- Recruits and trains volunteers from residential and commercial groups to participate in Neighborhood Watch and other crime prevention programs and activities.
- Stays abreast of new trends and innovations in the field of law enforcement and crime prevention; maintains certifications and memberships in associations as required.
- Performs related duties and responsibilities as required.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles and practices of program development and administration
- Modern principles and practices of crime prevention
- Modern principles and practices of volunteer management
- Principles, techniques, tools and media used in promoting good public relations
- Procedures, methods, and techniques used in effective oral presentations
- English usage, spelling, punctuation, and grammar
- Pertinent federal, state, and local laws, codes, and regulations
- Principles and practices of supervision, training and performance evaluation
- Computer software, including word processing, spreadsheet, presentation and database application
- Principles and procedures of record keeping, business letter writing, and report preparation

Ability to:

- Plan, organize, and perform work assignments with initiative and judgment
- Plan, organize, implement, and coordinate crime prevention, community policing, and volunteer programs and activities
- Develop and present educational programs, speeches, and learning activities to the public
- Compose, coordinate, and edit a variety of educational, informational and promotional materials
- Identify, develop and improve volunteer-driven programs to enhance police operations
- Plan, assign, direct and review the work of others
- Maintain records and prepare statistical reports
- Respond to a wide variety of requests and inquiries from the general public

- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with those contacted in the course of the work
- Use computer technology and applications in the performance of daily duties
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

Minimum Qualifications:

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

Equivalent to a bachelor's degree in criminal justice, business or public administration, public relations, or a closely related field from an accredited college or university and two (2) years of increasingly responsible experience analyzing, developing, and implementing crime prevention and/or volunteer programs, preferably in a law enforcement agency.

GENERAL QUALIFICATIONS

License Requirements:

A valid California Class C driver license or higher with a satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Physical Requirements:

Mobility to work in a standard office environment, use standard office equipment and attend off-site meetings. On an intermittent basis, sit at a desk for long periods of time; intermittently walk, stand, bend, squat, twist and reach while performing office duties; lift light weights. Manual dexterity to use standard office equipment and supplies and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.); vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone and/or radio;

Working Conditions:

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances, and may interact with upset staff and/or public representatives in interpreting and enforcing departmental policies and procedures. Employees may be required to work on evenings, weekends and holidays, and participates in afterhours on-call assignments, and work unusual and prolonged work schedules as necessary.

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This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.