



JOB DESCRIPTION

Title: **ADMINISTRATIVE SERVICES MANAGER**
Department: Police
Class Code: 5315
FLSA Status: Exempt
Effective Date: August 1, 2023

GENERAL PURPOSE

Under the direction of the Chief of Police, provides senior staff support in planning, analyzing, coordinating and evaluating organizational operations, annual budget, projects and systems and will oversee, coordinate, and provide direction as necessary for the Police Department's civilian administrative staff.

ESSENTIAL DUTIES

- Manages day to day operations of the records division; monitors workflow, data accuracy and overall quality, assures processes and procedures are accomplished according to established guidelines and regulations; analyzes processes and procedures and makes recommendations for changes; implements change upon approval.
- Oversees the Records Division and supervises records personnel to include hiring recommendations, monitoring and evaluating performance, and initiating corrective or disciplinary actions to include termination. Assigns priority work projects and reviews work in progress. Maintains records related to work time, leave accrual and usage, etc.
- Oversees the development of departmental training guidelines, as related to the Records Section, to ensure the highest level of service. Develops training programs which will equip Records Personnel with thorough knowledge of the Records Section and mandatory job requirements.
- Serves as the department's Records Management System (RMS) Administrator, including but not limited to security, configuration, user access and maintenance of the RMS used to manage police case reports.
- Supervises the management of storage, dissemination, retention, and destruction of police records; ensures department compliance with legal requirements. Researches laws to confirm departmental guidelines are consistent with federal, state and local laws.
- Oversees UCJIS management and audits procedures with department TACS, including the use of various records tracking activities as needed to obtain driver license information, vehicle registration, Utah criminal history, NCIC, out of state vehicle registration, NCIC wanted persons, stolen autos and property checks.
- Assures departmental compliance with legal guidelines for release of information; researches law to confirm departmental guidelines are consistent with state and federal law. Serves as the department's Records Officer under State of Utah Certification. Reviews, approves, and distributes GRAMA requests.

- Provides coordination with the Records Supervisor to ensure compliance with current City policies, Federal and State laws including the Government Records Access Management Act (GRAMA). Provides access to records which are defined by law as non-public and to preserve and maintain vital records; is responsible for storage, dissemination, retention and expungement of said records.
- Takes and transcribes technical dictation; composes and types a variety of documents using independent judgment to arrange and expand the text, as assigned for the Chief of Police or Command Staff.
- May assist in preparing reports of a confidential nature concerning investigations by department and/or personnel problems.
- Schedules appointments for the Chief and Assistant Chief of Police; deals with confidential meetings, minutes and situations.
- Provides administrative support to the department command staff.
- Collects and compiles materials for review, provides recommendations for changes, and coordinates consultation, information exchange and necessary approval processes for records operations and management.
- Compiles, types and maintains departmental records including payroll; inventories and purchases office supplies and equipment. Maintains the department budget by reviewing budget of different divisions of police department in order to keep budget in line.
- Maintains and enters invoices and purchase orders for the department. Manages department purchase card spending and account reconciliation with the city's Finance Department. Monitors budget and annual spending to ensure financial accountability.
- Responds to technical questions from the public and gives them necessary information. Directs public to appropriate staff members. May serve as the Public Information Officer for the department, ensuring accurate and professional media relations. Serves as the liaison for news media and GRAMA requests.
- Manages the department's public relations by maintaining the department web pages and social media platforms.
- Develops leadership and management skills in records personnel through training, coaching, evaluating, and providing continuous feedback.
- Regularly reviews the deployment of personnel and resources to ensure efficient and effective customer service to the public.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience

- Graduation from college with a bachelor's degree, plus six (6) years of law enforcement and police records management experience of which two (2) years must have been supervisory, or an equivalent combination of education and experience.
- Preference given to those with experience in the use of Spillman and/or Versaterm RMS or other police records management systems.

Necessary Knowledge, Skills and Abilities

- Considerable knowledge of modern office administration, computer information systems, techniques of supervision and employee development; business English, grammar and spelling rules and practices, correspondence formats and composition.
- Must have knowledge of basic Police Department operations and objectives and public relation skills.
- Knowledge of computer operations and various software applications related to word processing, data entry, spread sheets, police records management systems, databases, NIBR reporting, and related technical integrations..
- Skill in the operation of a variety of office machines, to include personal computer, fax machine, microfilming equipment, etc.
- Ability to exercise initiative, independent judgment and to act resourcefully under varying conditions; maintain strict confidentiality related to sensitive administrative and legal information.
- Ability to relate well with co-workers, supervisors, public officials, attorneys, police officers, other employees and the general public. Must be able to provide leadership and direction to subordinates, establish priorities, organize assignments and assign tasks.
- Ability to effectively communicate with all levels of the organization.
- Familiarity with business and financial principles and practices.

TOOLS & EQUIPMENT USED

- Typewriter, personal computer, including word processing, spreadsheet and database software; mainframe computer terminal; 10-key calculator; phone; copy machine; fax machine.

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, walk, talk and hear; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms.
- The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to 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.

- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____