ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, Administrative Services
Job Code: 6020
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to manage administrative operations and staff for the Police Department, including records, crime analysis, technology support, and emergency communications.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: directs the activities of personnel through subordinate supervisors; plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and command staff; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical

expertise; and provides progress and activity reports to Deputy Police Chief, Police Chief, or others as requested.

Manages operations of assigned units, including records, crime analysis, camera system technology operations and support, and emergency communications or other administrative functions, as assigned: ensures work activities comply with department, local, state, and federal policies, procedures, rules, regulations, laws, and ordinances, as well as industry best practices; reviews and monitors compliance; assesses workload and scheduling; participates in recruitment and hiring processes; evaluates efficiency and effectiveness of service delivery; develops and implements service delivery improvements; receives and responds to citizen complaints; and performs duties of subordinate staff, as needed.

Directs and monitors records activities, such as conducting quality assurance checks and audits of department records, overseeing training, security, and validation processes, and ensuring records submission to state and local law enforcement agencies.

Directs and monitors crime analysis activities, such as coordinating with other department divisions, compiling, analyzing, and distributing crime statistics, information, and related reports, and responding to related requests from various groups and individuals.

Directs and monitors the provision of technology support for body worn, dashboard, and interview room camera systems, such as administering data storage, maintaining equipment, and keeping up to date with advances in related technology.

Manages grants for assigned units: researches and identifies available grant funds in support of law enforcement activities; prepares and submits grant applications; coordinates with City staff and granting agencies to manage and report grant processes; receives and manages granted funds; prepares and submits related reports; and ensures accountability for grant-funded equipment.

Participates in developing and administering budget for areas of assignment: recommends allocations for staffing, equipment, and service outlays; reviews, approves, and monitors expenditures to ensure compliance with approved budget; and maintains financial and budget documentation.

Maintains a comprehensive, current knowledge and awareness of applicable laws, regulations, principles, trends, technologies, advances, and practices relating to areas of assignment; reads professional literature; maintains professional affiliations and certifications; and attends workshops, conferences, and training sessions as required.

Communicates with supervisor, subordinates, other City employees, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, invoices, timesheets, vehicle maintenance logs and records, expungement orders, crime analysis reports, incident reports, racial profiling reports, multi-year work plans and goals, training presentations, performance appraisals, staff and funding reports, internal investigative reports, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Criminal Justice or a related field required; supplemented by seven years of progressively responsible experience in law enforcement, records maintenance and retention, emergency communications, or related field, to include lead or supervisory experience.; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license. Must possess and maintain the following additional certifications or licensures:

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to function in a managerial capacity for a division or organizational unit; includes the ability to make decisions on procedural and technical levels.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools and/or materials requiring complex and/or rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors,

sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.