ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, Accreditation
Job Code: 6010
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to ensure compliance with Commission on Accreditation for Law Enforcement Agencies (CALEA) accreditation standards, to manage department policies and procedures, and to review and improve internal processes.

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.

Maintains department accreditation: reviews technical issues concerning CALEA standards; maintains proof of compliance files for required CALEA standard items; reviews and updates files to ensure compliance; enters review tasks/documents into accreditation module of department software; monitors status of time-sensitive reporting required by policy and accreditation; and reviews proofs of compliance collected and uploaded by other employees.

Creates, develops, and implements department directives: conducts regular maintenance and review of the department's policy manual; ensures consistency and eliminates redundancies and common errors; researches policies and best practices for policy development; establishes and implements review schedule; ensures utilization of best practices; tracks signatures and acknowledgments of policies from all department employees; and

implements and tracks workflow processes.

Manages accreditation program: coordinates with agency personnel to identify needs and report processes required for accreditation; provides technical expertise and recommendations regarding accreditation requirements and department policy; provides accreditation training to department employees; prepares, compiles, completes, and submits required statistics, reports, and audits, such as citizen complaints and use of force reports, body-worn camera footage, pursuit analysis, internal affairs statistics, etc.; and coordinates and directs reviews and on-site evaluations by CALEA.

Maintains a comprehensive knowledge of accreditation processes: attends CALEA conferences and law enforcement accreditation meetings; monitors proposed changes and amendments to accreditation standards and requirements; evaluates impact of potential changes on current operations; and ensures implementation of new standards into agency standards, policies, and procedures.

Manages multiple software applications, including system for accreditation, policy, and training record maintenance, professional standards systems, electronic form management, and other software applications as assigned; creates, updates, and maintains documentation stored in systems, including building site plans, training materials, memorandums, signed departmental agreements, training approvals, policy reviews, employee assignments, department forms, and other resource materials; ensures consistent cataloging of materials; enters and validates data; sets up accounts and maintains passwords; and troubleshoots problems and issues.

Assists in developing department programs related to accreditation: updates forms and training manuals for field training processes; assists with research into programs and procedures best-practices across agencies, including other accredited law enforcement agencies; and assists in developing and implementing online training.

Performs other duties in support of department operations: manages, maintains, and internal department forms and related database; coordinates contracted towing services, including coordinating with contractor, serving as administrator for the online towing-system platform, and receiving and resolving police tow complaints.

Communicates with supervisor, command staff and officers, other City employees, contractors, 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, policy drafts, updates, and revisions, proofs of compliance, Professional Standards Report, Body- Worn Camera Report, organizational chart, department phone list, 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, Political Science, or a related field required; supplemented by two years of experience in auditing, compliance, and policy development; 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 a valid CALEA Accreditation Manager Certification.

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 review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to act as lead person or crew leader, providing guidance to a work unit, coordinating activities, and reviewing work of the unit.

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, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

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 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.