



<b>CLASSIFICATION TITLE:</b> Police Professional Staff Manager	<b>JOB NUMBER:</b> 7241	<b>AFFILIATION:</b> Unaffiliated (Non-Union)
<b>REPORTS TO:</b> Deputy Chief of Police	<b>PAY GRADE:</b> 26	<b>FLSA STATUS:</b> Exempt "At Will"

## GENERAL SUMMARY

Performs difficult administrative work managing the activities of assigned non-commissioned professional staff including public relations/crime prevention, crime analysis, property/evidence, quartermaster, records and police public records and related work as apparent or assigned. Work is performed under the general direction of the Deputy Chief of Police or designee (supervisor). Divisional supervision is exercised over assigned personnel. Subject to work after hours and weekends as needed.

## CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

## ESSENTIAL JOB FUNCTIONS

*To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.*

- Responsible for the overall management and operation of the following key functional areas: public relations/crime prevention, crime analysis, property/evidence, quartermaster, records, and police public records.
- Coordinates the establishment of policy goals and objectives; develops procedures, work plans, program activities, evaluation mechanisms, implementation strategies and complete other program administrative tasks.
- Assists with planning, organizing, and directing the activities for assigned department personnel; conducts current and long-range planning studies relative to assigned operations.
- Supervises assigned staff; evaluates and reviews work performance; works with employees to correct deficiencies; plans, coordinates, and arranges for

appropriate training of subordinates; documents corrective action and applies department or City policy, as needed; participates in the interview and selection process of new employees; recommends merit increases, reassignment, and promotions according to established guidelines.

- Assists in the preparation of the department budget; controls and monitors expenses within budget; ensures fiscal responsibility and cost consciousness.
- In conjunction with the Information Technology division, manages technological initiatives impacting the Police Department.
- Represents the Police Department at meetings of community groups and other agencies; provides leadership for regional law enforcement initiatives (AFIS, BiPIN).
- Provides exemplary customer service to all individuals by demonstrating a willingness to be attentive, understanding, responsive, fair, courteous and respectful, and to actively participate in maintaining a positive customer service environment.

## **KNOWLEDGE, SKILLS AND ABILITIES**

*The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.*

### **Knowledge of:**

- Law enforcement records, public disclosure laws, records management.
- City policies, procedures, ordinances, codes and other rules and regulations related to law enforcement records and storage, collection, and documentation.
- Principles and practices of administration, supervision, and training.
- Skills used in automated records systems and archival of records.
- Governmental recordkeeping systems, principles, procedures, and techniques.
- Familiarity with National Incident Based Reporting System (NIBRS).
- Various forms of police related technology.
- Application of crime prevention and crime analysis to improve police services.
- Police evidence and property management.
- Planning, development, and control of budgets.
- Role and responsibilities of police officers.
- Modern office practices, procedures, equipment, and computer use/application.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Permits, licenses and related forms pertaining to law enforcement.
- Principles and practices of leadership and conflict resolution.

### **Skills and abilities to:**

- Plan, organize, and direct activities of assigned staff.
- Train, supervise and evaluate assigned staff.

- Demonstrate a full understanding of applicable laws, policies and procedures and work methods associated with assigned duties.
- Ensure internal controls are established, maintained, and documented in compliance with organizational directives.
- Maintain police records management system for the department in compliance with local, state and federal laws.
- Provide expertise to the Department and others in assigned areas of specialization.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities, and meet deadlines.
- Demonstrate exceptional attention to detail, good judgment, and strict adherence to deadlines to prevent errors and avoid exposure to the City.
- Work in a high stress environment.
- Resolve difficult and sensitive situations.
- Maintain confidentiality of sensitive materials and information.
- Operate a variety of modern office equipment and personal computers using standard or customized software application programs appropriate to assigned tasks.
- Use tact, initiative, prudence and independent judgment within general policy and procedural guidelines.
- Positively and effectively interact with diverse individuals to accomplish a common goal.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.
- Provide continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.

## **SPECIAL REQUIREMENTS**

- Valid driver's license.
- Obtain Washington State ACCESS System Certification (Level II) and CJIS Certification upon hire date and maintain throughout employment.
- Pass a pre-employment background investigation.

## **EDUCATION AND EXPERIENCE**

Bachelor's degree in Criminal Justice, Public Administration, Political Science or related field and five (5) years of increasingly responsible administrative support experience, with at least three (3) years of experience in a law enforcement agency, including two (2) years in a lead or supervisory role, or equivalent combination of education and experience.

## COMPETENCIES

### Managerial

- Develop Effective Intra- and Inter-Departmental Relationships: Works collaboratively with partners within the City and outside of the City to accomplish the best possible outcomes for all parties.
- Manage Resources Effectively: Effectively applies the organization's assets. Makes efficient use of time, money, people, and other resources to accomplish the organization's goals. Provides direction, guidance, and expectations for resource allocation to ensure service is balanced with fiscal responsibility.
- Think and Plan Strategically: Champions new ideas and initiatives and creates an environment that supports continuous improvement. Considers the City's strategic plan when establishing work unit goals and priorities.

### Supervisory

- Foster Teamwork: Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams. Uses teams to address relevant issues.
- Prioritize Work and Commitments: Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.
- Drive for Team Results: Demonstrates and fosters a sense of urgency and strong commitment to achieving goals. Encourages others drive for strategic goals. Persists despite obstacles and opposition. Pursues aggressive goals and works hard to achieve them. Owns the outcomes produced by the team.
- Manage Employee Performance: Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations. Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.

### Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.

- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

## **PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT**



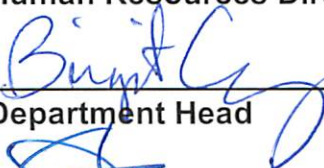
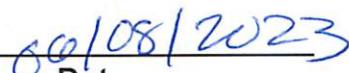

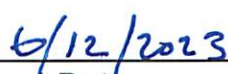
*The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

This work requires regular and punctual attendance at the office or other assigned locations; work requires the regular exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, reaching with hands and arms and pushing or pulling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

**Authorization (for Archive)**

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.*

 _____ Human Resources Director	 _____ Date
 _____ Department Head	 _____ Date
 _____ City Manager or Authorized Designee	 _____ Date