

## **POLICE TECHNICAL SERVICES MANAGER**

### **Definition:**

Under general direction, manages, plans, oversees, and participates in the activities and operations of the Police Department's Technical Services Bureau to include maintenance of criminal and Police Department records and statistical crime analysis; acts as the Police Department's technology liaison with the State and the City's Information Technology division; coordinates assigned activities with other divisions, bureaus and outside agencies; provides complex and responsible support to assigned Police Captain or Police Chief and performs related work as required.

### **Essential Duties and Responsibilities:**

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Coordinates, assigns, schedules, supervises, evaluates and assists in the selection of staff involved in the processing of information documenting police activities and reporting to various governmental agencies.

Determines training needs and coordinates or conducts appropriate training.

Coordinates with Information Technology staff to effect changes to the records management system and determines computer applications for all functions supervised.

Troubleshoots the records management system and performs auditing for all computer functions for productivity and quality control purposes.

Serves as the Police Department's Custodian of Records, responds to Subpoenas Duces Tecum for records and photographs and testifies in court regarding related matters.

Reviews and approves all external requests for duplicate photographs and copies of any report.

Directs and participates in searches for requested and subpoenaed material and directs the purging of criminal information to meet legal requirements.

Ensures adherence to the guidelines and legal requirements of the California Law Enforcement Telecommunications System (CLETS) as it pertains to the dissemination of law enforcement records and Serve as Agency Terminal Coordinator for the Department of Justice CLETS system.

Attends meetings and conferences and makes presentations.

Maintains compliance and cooperation with state and federal audits of police related record keeping policies and procedures as well as pertinent information technology systems.

Maintains liaison with court personnel, other law enforcement agencies and outside vendors as appropriate.

Directs records classification and coding activities and researches and recommends policies and procedures.

Reviews existing procedures and makes recommendations to improve operational schedules, efficiency and effectiveness.

Analyzes and recommends budget modifications, monitors expenditures and recommends the purchase of equipment and supplies.

Responds to public inquiries and citizen complaints regarding records procedures and personnel and explains and interprets policies, procedures and regulations as appropriate.

Develops, implements and monitors goals, objectives and policies.

Compiles, analyzes and interprets complex data and make recommendations.

Operates a personal computer and uses applicable software to prepare memos, letters and reports.

**Other Duties and Responsibilities:**

Performs other projects/tasks as assigned.

Drives a vehicle on City business.

Lifts and moves boxes of office records weighing up to 30 pounds.

**Class Characteristics:**

The Police Technical Services Manager is a single incumbent, non-sworn management position in the Police Department with specific responsibility for the operation of the Technical Services Bureau which includes the records function.

**Contacts and Relationships:**

The incumbent is responsible for the supervision of all staff within the Technical Services Bureau. Contacts are established and maintained with Police Department employees, other City employees, other law enforcement personnel and members of the public.

### **Qualification Guidelines:**

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

#### **Knowledge of:**

- Principles and practices of law enforcement records management.
- Police records equipment and department information technology systems.
- Record keeping procedures.
- Effective supervisory and management techniques to include budget preparation and management.
- Local, state and federal laws and regulations applicable to the area assigned.
- General law enforcement practices and municipal government operation.
- Negotiating, conflict resolution, counseling and interviewing techniques.
- Customer service techniques.
- Techniques and methods of research, analysis and report writing.
- English usage, spelling, grammar and punctuation.
- Computer applications as they relate to area assigned.

#### **Ability to:**

- Plan and manage the work of the Technical Services Bureau.
- Interpret and apply laws, regulations, policies and procedures related to area assigned.
- Initiate and carry out required procedural assignments, perform difficult research and analysis and use independent judgement and initiative.
- Learn and train other personnel in new police record keeping techniques and applications.
- Keep current regarding new regulations affecting police record keeping activities.
- Train, supervise and evaluate the work of assigned employees.
- Compose correspondence and prepare clear and comprehensive reports.
- Organize and conduct meetings

Maintain the confidentiality of sensitive data  
Handle multiple deadlines and multiple projects  
Develop, implement and manage a budget.

Establish and maintain effective relationships with those contacted in the course of work.

Interact effectively with others in the workplace

Handle job stress and maintain composure.

Comprehend and follow oral and written instructions.

Communicate effectively orally and in writing.

Operate a computer and use applicable software.

**A typical way to obtain the knowledge and abilities is as follows:**

**Education:**

Bachelors Degree from an accredited college or university in a related field.

**AND**

**Experience:**

Four years of progressively responsible police records experience to include two years in a lead or supervisory capacity or a specialty assignment performing the records function.

**Physical Tasks and Working Conditions Include the Following:**

Work is performed in an office environment and requires sitting for periods of time using a computer keyboard and screen. The incumbent sits, stands and walks and may twist, bend and reach. The incumbent may drive a vehicle on City business and may also push, pull, drag, grasp and lift boxes of office records weighing up to 30 pounds. An incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

**Special Requirements:**

Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.

Must be able to work flexible hours to accommodate department needs.

Certification as a trainer for the California Law Enforcement Telecommunications System (CLETS) within 12 months of appointment to this classification.

The City of Fullerton's Conflict of Interest Code requires that the Police Technical Services Manager file financial disclosure statements in accordance with state and local laws.

Per California Government Code §§3100 – 3109, all public employees are declared to be disaster service workers and must take and subscribe to the oath or affirmation as required.

Must be able to successfully pass a Police Department pre-employment screening process.

**Fair Labor Standards Act Designation:** Exempt.

Revised July 2018

Revised January 2002

Established June 1995