

Police Technology, Intelligence & Records Manager

SUMMARY/PURPOSE

To provide services in support of the deployment and end user functionality for multiple law enforcement applications in conjunction with IT; develop workflow and advise on best practices pertaining to technologies available to the Police Department and partner agencies. Support the City and Police Department through tactical, intelligence, strategic, and administrative analysis, completing complex and confidential tasks using a variety of crime-related analyses. Plan, organize, supervise and manage the day-to-day activities and personnel of the records unit, crime and intelligence analysts, and related information technology areas in support of the Police Department's mission, priorities, and directives.

DISTINGUISHING FEATURES OF THE CLASS

This is a non-sworn management classification within the Police Department, which receives general direction from the Deputy Chief of the Investigative/Administrative Division. Incumbents exercise direct supervision over non-sworn professional, technical, and clerical staff.

SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations, which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Serve as the Local Agency Security Officer (LASO) for all authorized Criminal Justice Information Services (CJIS) technology systems in the City of Duluth; ensure compliance with network security at the agency level in conjunction with IT, oversee the creation of user identifications and passwords, and determine security level for all Police personnel and CJIS-certified City staff for access to various law enforcement databases.
2. Monitor worksites at the Department and throughout the City to ensure CJIS compliance with established methods, guidelines, standards, and procedures. Develop and modify Department policies and procedures; interpret policies and procedures for subordinates.
3. Ensure compliance on use and security of assigned systems; maintain security logs and conduct audits or journal searches for misuse inquiries as necessary. Report misuse and security incidents to the Bureau of Criminal Apprehension and FBI.
4. Act as the technical contact and serve as systems administrator for the Records Management System/Mobile and other related systems. Coordinate the response to daily end user software concerns and inquiries. Oversee the day-to-day on-site troubleshooting, configuration, and testing of new systems and programs for DPD. Manage and monitor system integration across software, statutory services, and global settings.
5. Serve as the Police Department liaison with the City's Information Technology Services Department on CJIS requirements. Determine long- and short-term technical software and hardware needs for the Police Department, including researching, making recommendations, reviewing project proposals to determine timeframes, funding limitations, procedures for accomplishing projects, and staffing requirements based on current and projected needs of the Department.
6. Participate in the preparation and administration of the assigned program budget; submit budget recommendations; monitor expenditures.
7. Oversee operational research and productivity analyses, statistical data, preparation, and timely distribution of reports including tactical analysis to assist operations and investigations; administrative analysis focusing on economic, geographic, and social information; divisional operations in order to provide responsive service and optimize use of resources; and crime and intelligence analysis utilizing data from a variety of sources resulting in accurate and actionable intelligence and investigative leads pertaining to crimes and criminals.

8. Serve as the Custodian of Records for the Police Department. Prepare the release of police records and respond to all Court Orders, Duces Tecum subpoenas; and ensure Department compliance with the Minnesota Data Practice Act; testify in court on record procedures when a subpoena is received.
9. Demonstrate expert level knowledge in Minnesota Data Practice Laws and perform analysis especially as it relates to police records, body cameras, dashboard cameras, recording devices, and other data collection devices; research and analyze law sources such as statutes, ordinances, judicial decisions, legal articles, advisory opinions, and constitutions in order to respond to police data requests. Apply state statutes and federal regulations that guide the review and redaction of information, based on the established, internal guidelines; monitor and review how information is categorized and released for all requests.
10. Serve as the Records Manager and subject matter expert responsible for the maintenance, retrieval, protection, retention, and destruction of all police records; ensure compliance with the CJIS Security and Department policy. Direct police records preparation, processing, and file management activities; maintain security and protection of police records according to CJIS requirements and Department policies.
11. Complete and provide oversight of triennial FBI and BCA audits ensuring compliance with applicable statutes, regulations and policies. Provide updated agreements, training completion records, network diagrams, event log samples, encryption certificates, and portal lists.
12. Oversee partner agency support for law enforcement applications and interfaces including the development of training materials and resource documents in multiple formats: in-person, video, quick reference guides.
13. Provide business process analysis to optimize efficiency and effectiveness.
14. Develop Records-related goals, objectives, policies, and procedures in accordance with CALEA standards.
15. Establish schedules and methods for providing records management services; identify resource needs; review needs with appropriate management staff; and allocate resources accordingly.
16. Attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of records management; incorporate new developments as appropriate into programs.
17. Manage employee performance, and provide training, coaching, and mentoring for employees.
18. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
19. Demonstrate highly effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
20. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
21. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
22. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
23. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
24. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Bachelor's Degree in criminal justice, law enforcement, police science, public or business administration, or a related professional field, and four (4) years of related professional experience in a law enforcement records and/or law enforcement technology setting; OR a minimum of eight (8) years of related education and/or full-time, verifiable professional experience.
 - B. Two (2) years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
2. License Requirements
 - A. Ability to obtain Criminal Justice Information Services (CJIS) Certification within six (6) months of appointment and maintain certification thereafter.

3. Knowledge Requirements

- A. Comprehensive knowledge of the CJIS Security Policy with proven experience in audits and regulatory compliance.
- B. Comprehensive knowledge of modern quantitative research methods, including research design, statistical analysis, frequency distribution, association matrices and link analysis; computer software programs, including spreadsheets, database, word processing, graphics, presentations, GIS mapping, and data mining.
- C. Comprehensive knowledge of data gathering techniques and modern police methods related to crime prevention and crime analysis using public and law enforcement databases to identify evidence in crime investigations and crime trends.
- D. Comprehensive knowledge of advanced techniques in computer applications and software to enter, access, process, and merge a variety of data.
- E. Comprehensive knowledge of the intelligence cycle, analytical practices, and investigative process used in the acquisition, validation, and dissemination of criminal intelligence information.
- F. Comprehensive knowledge of functions and relationships within the criminal justice system, including courts and law enforcement agencies.
- G. Comprehensive knowledge of current Minnesota offense code systems and related classification procedures used by the Federal Bureau of Investigation (FBI), and of Uniform Crime Reporting.
- H. Comprehensive knowledge of principles, practices, and operating characteristics of manual and computerized records management and related technology systems used in municipal law enforcement environments, including data retention and establishing, utilizing, and maintaining files and information retrieval systems.
- I. Comprehensive knowledge of business computer user applications such as MS Word, Excel, Access, and PowerPoint in order to update, retrieve, and prepare computerized records and reports, and other technical programs to monitor and maintain the security of police reports and documents.
- J. Comprehensive knowledge of Duluth Police Department policies, operating procedures, processes, and forms.
- K. Comprehensive knowledge of principles and practices of customer service.
- L. Knowledge of problem-solving and conflict-resolution techniques.
- M. Knowledge of applicable safety requirements.
- N. Knowledge of, or the ability to learn, City policies and procedures.
- O. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- P. Knowledge of effective leadership and personnel practices.
- Q. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
- R. Knowledge of budgetary, and management principles, practices, and procedures.
- S. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

4. Skill Requirements

- A. Skill in analyzing complex technical and administrative problems, evaluating alternative solutions, recommending, and implementing effective courses of action.
- B. Skill in troubleshooting and identifying computer information system deficiencies.
- C. Skill in interpreting maps, researching, gathering, organizing, and analyzing data, drawing logical conclusions and preparing clear and concise reports, presentations, graphs, charts, visuals, letters, and memos.
- D. Skill in communicating clearly and concisely, both verbally and in writing for sound consultation to the public, professionals, and coworkers.
- E. Skill in organization and prioritization.
- F. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- G. Skill in managing one's own time and the time of others.
- H. Skill in completing assignments accurately and with attention to detail.
- I. Skill in mediation and dispute resolution.

- J. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
 - K. Skill in motivating, developing, and leading people.
5. Ability Requirements
- A. Ability to understand complex, high quantity, and sometimes contradictory information to effectively solve problems, adapting approach, goals, and methods to achieve successful solutions and results in dynamic situations.
 - B. Ability to understand complex, high quantity, and sometimes contradictory information to effectively solve problems, adapting approach, goals, and methods to achieve successful solutions and results in dynamic situations.
 - C. Ability to research and communicate new methodologies, trends, techniques, software, and skills in the professional world of analysis and attend trainings as required to become proficient in the use of specialized job-related software.
 - D. Ability to testify in court and conduct presentations before the department, various law enforcement agencies, and community stakeholders.
 - E. Ability to execute job functions with a high attention to detail and accuracy and concentrate on fine detail with frequent interruption.
 - F. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - G. Ability to communicate and interact effectively with members of the public.
 - H. Ability to communicate effectively both orally and in writing.
 - I. Ability to recognize, analyze, and problem-solve a variety of situations.
 - J. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
 - K. Ability to handle difficult and stressful situations with professional composure.
 - L. Ability to establish goals and objectives.
 - M. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
 - N. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
 - O. Ability to manage a budget and work within the constraints of that budget.
 - P. Ability to enforce safety rules and regulations.
 - Q. Ability to maintain confidential information.
 - R. Ability to demonstrate dependability, responsibility, and consistency in job performance.
 - S. Ability to exercise sound judgment in making critical decisions.
 - T. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
 - U. Exhibits leadership qualities of dependability and accountability.
 - V. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: HD	Union: Supervisory	EEOC: Professionals	CSB:	Class No: 1343
WC: 8810	Pay:	EEOF: Police Protection	CC:	Resolution:
FLSA Exemption Type: Executive				

Police RECORDS & TECHNOLOGY Technology, Intelligence & Records Manager

SUMMARY/PURPOSE: Under general direction, to

To provide services in support of the deployment and end user functionality for multiple law enforcement applications in conjunction with IT; develop workflow and advise on best practices pertaining to technologies available to the Police Department and partner agencies. Support the City and Police Department through tactical, intelligence, strategic, and administrative analysis, completing complex and confidential tasks using a variety of crime-related analyses. Plan, organize, supervise and manage the day-to-day activities and personnel of the records unit, crime and intelligence analysts, and related information technology areas in support of the Police Department's Department's mission, priorities, and directives.

DISTINGUISHING FEATURES OF THE CLASS

This is a non-sworn management classification within the Police Department, which receives general direction from the Deputy Chief of the Investigative/Administrative Division. Incumbents exercise direct supervision over non-sworn professional, supervisory, technical, and clerical staff.

FUNCTIONAL AREAS:

1. Manage and lead the activities of the Police Department's Records and Support Unit.

Plan, prioritize, assign, review, and coordinate **SUPERVISION RECEIVED**

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations, which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Serve as the Local Agency Security Officer (LASO) for all authorized Criminal Justice Information Services (CJIS) technology systems in the City of Duluth; ensure compliance with network security at the agency level in conjunction with IT, oversee the creation of user identifications and passwords, and determine security level for all Police personnel and CJIS-certified City staff for access to various law enforcement databases.
2. Monitor worksites at the Department and throughout the City to ensure CJIS compliance with established methods, guidelines, standards, and procedures. Develop and modify Department policies and procedures; interpret policies and procedures for subordinates.
3. Ensure compliance on use and security of assigned systems; maintain security logs and conduct audits or journal searches for misuse inquiries as necessary. Report misuse and security incidents to the Bureau of Criminal Apprehension and FBI.
4. Act as the technical contact and serve as systems administrator for the Records Management System/Mobile and other related systems. Coordinate the response to daily end user software concerns and inquiries. Oversee the day-to-day activities on-site troubleshooting, configuration, and testing of new systems and programs for DPD. Manage and monitor system integration across software, statutory services, and global settings.
5. Serve as the Police Department liaison with the City's Information Technology Services Department on CJIS requirements. Determine long- and short-term technical software and hardware needs for the Police Department, including managing, researching, making recommendations, reviewing project proposals to determine timeframes, funding limitations, procedures for accomplishing projects, and staffing requirements based on current and projected needs of the Department.
6. Participate in the preparation and administration of the assigned program budget; submit budget recommendations; monitor expenditures.
7. Oversee operational research and productivity analyses, statistical data, preparation, and timely distribution of reports including tactical analysis to assist operations and investigations; administrative analysis focusing on economic, geographic, and social information; divisional operations in order to provide responsive service and

- optimize use of resources; and crime and intelligence analysis utilizing data from a variety of sources resulting in accurate and actionable intelligence and investigative leads pertaining to crimes and criminals.
8. Serve as the Custodian of Records for the Police Department. Prepare the release of police records and respond to all Court Orders, Duces Tecum subpoenas; and ensure Department compliance with the Minnesota Data Practice Act; testify in court on record procedures when a subpoena is received.
9. Demonstrate expert level knowledge in Minnesota Data Practice Laws and perform analysis especially as it relates to police records, body cameras, dashboard cameras, recording devices, and other data collection devices; research and analyze law sources such as statutes, ordinances, judicial decisions, legal articles, advisory opinions, and constitutions in order to respond to police data requests. Apply state statutes and federal regulations that guide the review and redaction of information, based on the established, internal guidelines; monitor and review how information is categorized and released for all requests.
- * ~~A-10.~~ Serve as the Records Manager and subject matter expert responsible for the maintenance, retrieval, protection, retention, and destruction of all police records; ensure compliance with the CJIS Security and Department policy. Direct police records preparation, processing, and file management activities; maintain security and protection of police records according to CJIS requirements and Department policies.
11. Complete and provide oversight of triennial FBI and BCA audits ensuring compliance with applicable statutes, regulations and policies. Provide updated agreements, training completion records, network diagrams, event log samples, encryption certificates, and portal lists.
12. Oversee partner agency support for law enforcement applications and interfaces including the development of training materials and resource documents in multiple formats: in-person, video, quick reference guides.
13. Provide business process analysis to optimize efficiency and effectiveness.
14. Develop Records-related goals, objectives, policies, and procedures in accordance with CALEA standards.
- * ~~B-15.~~ Establish schedules and methods for providing records management services; identify resource needs; review needs with appropriate management staff; and allocate resources accordingly.
- * ~~C.~~ Direct police records preparation, processing and file management activities.
- * ~~D.~~ Maintain security and protection of police records according to mandated requirements and department policies.
- * ~~E.~~ Participate in the development of records related goals, objectives, policies and procedures
- * ~~F.~~ Participate in the implementation of approved policies and procedures; and monitor work activities to ensure compliance with established policies and procedures.
- * ~~G.~~ Develop, administer and conduct training programs in record keeping, office procedures, and forms processing for Police Department personnel.
- * ~~H.~~ Serve as liaison to other law enforcement agencies with regard to records related inquiries.
- * ~~I.~~ Compile statistical data, or directs such activities and prepares routine reports; conducts records audits.
- * ~~J.~~ Participate in the preparation and administration of the assigned program budget; submits budget recommendations; monitors expenditures.
- * ~~K.~~ Perform the more technical and complex tasks of the work unit including ensuring compliance with applicable rules and regulations related to law enforcement records management.
- * ~~L.~~ Accept legal liability for the release of police records and respond to all Duces Tecum subpoenas; and ensure department compliance with the Data Protection Act and the Freedom of Information Act.
- * ~~M.~~ Perform other related duties as assigned.
- 2. Manage police information systems and departmental technology initiatives.**
- * ~~A.~~ Plan, direct and coordinate activities of the departmental technology projects to ensure that goals or objectives of projects are accomplished within prescribed time frames and funding parameters.
- * ~~B.~~ Ensure that technology project goals are accomplished and in line with the Department's Strategic Plan.
- * ~~C.~~ Serve as the System Security Officer for all authorized technology systems in the Police Department; oversee the implementation of network security at the agency level, and create user identifications and passwords and determines security level for all police personnel for access to various law enforcement databases;
- * ~~D.~~ Train staff on use and security of assigned systems; maintain security logs and conducts audits or journal searches for misuse inquiries as necessary.

- * ~~E. Act as the technical contact, and serve as systems administrator for the Records Management System, and other related systems.~~
 - * ~~F. Serve as the Police Department Liaison with the City's Information Technology Services Department on computer hardware/software purchases, repairs, service and replacement.~~
 - * ~~G. Plan and implement additions, deletions and major modifications to the supporting agency-wide infrastructure, in coordination with bureaus and other government agencies.~~
 - * ~~H. Prepare a variety of analytical and statistical reports and correspondence on operations and activities.~~
 - * ~~I. 16. Attend and participate in professional group meetings; maintains/maintain awareness of new trends and developments in the field of records management; incorporates/incorporate new developments as appropriate into programs.~~
 - * ~~J. Assess the technical software and hardware needs for the Police Department, including researching and developing specifications on technology; and make recommendations based on current and projected needs of the department~~
 - * ~~K. Review project proposals or plans to determine timeframes, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available departmental resources to various project phases.~~
- 3. Supervise department clerical and support staff**
- * ~~A. Prioritize, assign and direct work and projects.~~
 - * ~~B. Coordinate work schedules and approve or reject leave requests.~~
17. Effectively Manage employee performance, and provide training, coaching, and mentoring for employees.
18. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
19. Demonstrate highly effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
- * ~~C. 20. Recommend the hire, transfer, assignment, promotion, reward, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.~~
 - * ~~D. Establish work standards, provide coaching and feedback and conduct employee performance evaluations.~~
 - * ~~E. 21. Provide for ongoing training of employees in emerging methods, trends and technologies, and proper and safe work methods and procedures.~~
 - * ~~F. Monitor work sites to ensure compliance with established methods, guidelines, standards and procedures.~~
 - * ~~G. Effectively recommend adjustments or other actions in employee grievances.~~
 - * ~~H. Delegate authority and responsibilities to others as needed.~~
 - * ~~I. Disseminate instructions and information to employees through verbal and written communications.~~
22. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
23. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
24. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements

- ** A. Bachelor's/Bachelor's Degree in criminal justice, law enforcement, police science, public or business administration, or a related professional field from an accredited college or university.**
 - A. , and four (4) years of full-time, increasingly responsible/related professional experience in a law enforcement records and/or law enforcement technology setting, including ; OR a minimum of eight (8) years of related education and/or full-time, verifiable professional experience.**

~~** B.B. Two (2) years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.~~

~~** C. Or a combination of education and experience considered by Human Resources to be equivalent to the above.~~

2. License Requirements

A. Ability to obtain Criminal Justice Information Services (CJIS) Certification within six (6) months of appointment and maintain certification thereafter.

3. Knowledge Requirements

A. Comprehensive knowledge of principles the CJIS Security Policy with proven experience in audits and regulatory compliance.

~~** A.B. Comprehensive knowledge of public and police administration, organization, budgeting modern quantitative research methods, including research design, statistical analysis, frequency distribution, association matrices and personnel management link analysis; computer software programs, including spreadsheets, database, word processing, graphics, presentations, GIS mapping, and data mining.~~

~~** B. Knowledge of principles and practices of management, training, personnel administration and evaluation.~~

C. Comprehensive knowledge of data gathering techniques and modern police methods related to crime prevention and crime analysis using public and law enforcement databases to identify evidence in crime investigations and crime trends.

D. Comprehensive knowledge of advanced techniques in computer applications and software to enter, access, process, and merge a variety of data.

E. Comprehensive knowledge of the intelligence cycle, analytical practices, and investigative process used in the acquisition, validation, and dissemination of criminal intelligence information.

~~** C.F. Comprehensive knowledge of functions and relationships within the criminal justice system, including courts and law enforcement agencies.~~

G. Comprehensive knowledge of current Minnesota offense code systems and related classification procedures used by the Federal Bureau of Investigation (FBI), and of Uniform Crime Reporting.

~~** D.H. Comprehensive knowledge of principles, practices, and operating characteristics of manual and computerized records management and related technology systems used in municipal law enforcement environments, including data retention and establishing, utilizing, and maintaining files and information retrieval systems.~~

~~** E.I. Comprehensive knowledge of business computer user applications such as MS Word, Excel, Access, and PowerPoint, and Word in order to update, retrieve, and prepare computerized records and reports, and other technical programs to monitor and maintain the security of police reports and documents.~~

~~** F. Comprehensive knowledge of basic mathematical principles.~~

~~** G. Knowledge of correct English usage, including spelling, grammar and punctuation.~~

~~** H. Knowledge of applicable laws, codes, and regulations governing the retention and dissemination of police reports and records.~~

~~** I.J. Knowledge of current Minnesota offense code systems and related classification Duluth Police Department policies, operating procedures used by the Federal Bureau of Investigation (FBI), and of Uniform Crime Reporting, processes, and forms.~~

~~** J. Knowledge of the ways in which computer technology has been applied in the maintenance of police information systems and records.~~

~~** K.K. Comprehensive knowledge of principles and practices of customer service.~~

L. Extensive Knowledge of office procedures, methods, problem-solving and equipment including computers and conflict-resolution techniques.

~~** L.M. Knowledge of applicable software applications. safety requirements.~~

N. Basic Knowledge of, or the ability to learn, City policies and procedures.

O. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.

P. Knowledge of effective leadership and personnel practices.

Q. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.

R. Knowledge of budgetary, and management principles and practices of municipal budget preparation, and administration procedures.

~~** M.~~ S. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

4. Skill Requirements

~~** A.~~ Skill in planning, assigning, supervising, and evaluating the work of assigned support personnel.

~~** B.~~ Skill in selecting, training and instructing assigned personnel in work procedures.

~~** C.~~ A. Skill in analyzing complex technical and administrative problems, evaluating alternative solutions, recommending, and implementing effective courses of action.

~~** D.~~ Skill with interpersonal relations and customer service.

B. Skill in troubleshooting and identifying computer information system deficiencies.

C. Skill in interpreting maps, researching, gathering, organizing, and analyzing data, drawing logical conclusions and preparing clear and concise reports, presentations, graphs, charts, visuals, letters, and memos.

D. Skill in communicating clearly and concisely, both verbally and in writing for sound consultation to the public, professionals, and coworkers.

E. Skill in organization and prioritization.

F. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.

G. Skill in managing one's own time and the time of others.

H. Skill in completing assignments accurately and with attention to detail.

I. Skill in mediation and dispute resolution.

J. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

K. Skill in motivating, developing, and leading people.

5. Ability Requirements

A. Ability to understand complex, high quantity, and sometimes contradictory information to effectively and clearly, both solve problems, adapting approach, goals, and methods to achieve successful solutions and results in dynamic situations.

B. Ability to understand complex, high quantity, and sometimes contradictory information to effectively solve problems, adapting approach, goals, and methods to achieve successful solutions and results in dynamic situations.

C. Ability to research and communicate new methodologies, trends, techniques, software, and skills in the professional world of analysis and attend trainings as required to become proficient in the use of specialized job-related software.

D. Ability to testify in court and conduct presentations before the department, various law enforcement agencies, and community stakeholders.

E. Ability to execute job functions with a high attention to detail and accuracy and concentrate on fine detail with frequent interruption.

F. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.

G. Ability to communicate and interact effectively with members of the public.

~~** E.~~ H. Ability to communicate effectively both orally and in writing.

~~** F.~~ Skill in handling public relations.

~~** G.~~ Skill in using computer technology and applications in the performance of daily activities.

I. Skill in interpreting and applying federal, state, and local Ability to recognize, analyze, and problem-solve a variety of situations.

J. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.

K. Ability to handle difficult and stressful situations with professional composure.

L. Ability to establish goals and objectives.

- M. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
- ~~** H. N. Ability to interpret and apply laws, contracts, regulations, policies, and procedures, laws, and regulations.~~
- O. Skill in utilizing discretion in the handling and disclosure of Ability to manage a budget and work within the constraints of that budget.
- P. Ability to enforce safety rules and regulations.
- ~~** I. Q. Ability to maintain confidential information.~~
- ~~** J. Skill in organizing and setting priorities for a variety of projects and tasks in an effective and efficient manner to ensure meeting of deadlines.~~
- ~~** K. Skill in preparing clear and concise program documentation, user procedures, reports of work performed, and other written materials.~~

Ability Requirements

- ~~** A. Ability to effectively lead, develop, and supervise professional, technical, maintenance and clerical staff.~~
- ~~** B. Ability to prepare succinct, coherent and technically accurate reports and analyses.~~
- ~~** C. Ability to deal effectively and tactfully with other professionals, elected officials, other agencies, and the general public.~~
- R. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- ~~** D. S. Ability to exercise sound independent judgment within established guidelines. in making critical decisions.~~
- ~~** E. Ability to assisting in the development of innovative municipal law enforcement practices.~~
- ~~** F. Ability to issue clear verbal analyze, organize, and written instructions.~~
- ~~** G. T. Ability to lead other workers, assign prioritize work, give instructions, and evaluate the quality of work completed while meeting multiple deadlines.~~
- U. Exhibits leadership qualities of dependability and accountability.
- ~~** H. Ability to maintain the confidentiality and privacy of information on individuals.~~
- ~~** I. Ability to understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.~~
- ~~** J. Ability to apply applicable codes and regulations to records management.~~
- ~~** K. V. Ability to attend work cooperatively with other departments, City officials, and outside agencies as scheduled and/or required.~~
- ~~** L. Ability to establish and maintain effective working relationships with those contacted in the course of work.~~

Physical Requirements Demands

- ~~** A. Ability to frequently stand, walk, and sit.~~
- ~~** B. Vision sufficient to read computer screens and printed documents and to operate equipment.~~
- ~~** C. Ability to talk and hear to converse, provide assignments and instructions to subordinates, and resolve complaints in person or by telephone.~~
- ~~** D. Ability to lift and carry items weighing up to 25 pounds, such as office equipment.~~
- ~~** E. Manual dexterity to use standard office equipment and supplies and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.)~~
- ~~** F. Ability to attend work on a regular basis.~~

* Essential functions of the position

** Job requirements necessary on the first day of employment

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: TSHD	Union: Supervisory	EEOC: Professionals _____	CSB: 20111004	Class No: 4343_____
WC: 8810_____	Pay: **1075- 1090_____	EEOF: Police Protection _____	CC: 20111128	Resolution: 11- 0622R_____
FLSA Exemption Type: <u>Executive</u>				