Police Project Coordinator

SUMMARY/PURPOSE
To serve as the Subject Matter Expert (SME) and deliver support to department end users in the organization about how to use various types of department utilized software applications efficiently and effectively in fulfilling business objectives. With technical direction from IT, this includes performing the following on behalf of the Police Department business unit; coordinating and implementing special projects on behalf of the department, reviewing operational procedures and evaluating the effectiveness of existing and proposed programs and operations, and connecting with staff, vendors, and partner agencies.

DISTINGUISHING FEATURES OF THE CLASS
This is a non-sworn position within the Police Department which receives general direction from the Administrative Division. Employees at this level are required to be fully trained and proficient in all procedures related to assigned area of responsibility, to have a broad and detailed understanding of administrative, police, information technology services, records management operations and technology, to have knowledge of City policies and procedures, good problem-solving and organizational skills, and have the ability to exercise sound judgment within established guidelines.

SUPERVISION RECEIVED
For both one-of-a-kind and repetitive tasks, the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. Incumbents work as instructed and consult with the supervisor.

SUPERVISION GIVEN
Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES
1.   Analyze current operations and procedures to determine problem areas, make recommendations to improve areas of operation, and design valid research methods to effectively accomplish desired results.
2.   Assist department personnel in determining the scope of a particular project as well as establishing goals and timetables, in conjunction with IT for all technical projects.
3.   Provide department personnel with relevant information to assist them in the decision making process.
4.   Assist department personnel in preparing and presenting recommendations.
5.   Research necessary data and systems to develop new and more efficient procedures.
6.   Provide agency-wide support for system configuration, settings, and reporting.
7.   Coordinate with vendors to place, track and resolve open tickets, conduct testing prior to RMS/Mobile upgrades, conduct interface testing and validation, and work with IT to onboard additional agencies.
8.   Prepare training documents, provide, and coordinate training on new or modified systems to all agencies.
9.   In conjunction with IT, determine needs, requirements, timetables, and priorities of assigned work projects such as automation and computerization of existing manual procedures.
10.   Perform work with staff as assigned to carry out job assignments.
11.   Provide direction and assistance to others involved in operational problem solving.
12.   Develop office and reporting procedures and other administrative functions.
13.   Prepare and/or present reports and proposals.
14.   Attend meetings as directed.
15.   Assist partner police agencies with documenting and reporting application issues/features/bugs to the support team either internally or externally depending on the situation.
16.   Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute

to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
17.   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.   Associate's Degree in business administration or a related professional field, and three (3) years of related professional experience; OR a minimum of five (5) years of related education and/or full-time, verifiable related professional experience.

2.   License Requirements
     A.   Ability to obtain CJIS Certification within six (6) months of appointment and maintain certification thereafter.

3.   Knowledge Requirements
     A.   Knowledge of functions and relationships within the criminal justice system, including courts and law enforcement agencies.
     B.   Knowledge of principles, practices, and operating characteristics of manual and computerized records management and related technology systems used in municipal law enforcement environments.
     C.   Knowledge of applicable laws, codes, and regulations governing the retention and dissemination of police reports and records.
     D.   Knowledge of current Minnesota offense code systems and related classification procedures used by the Federal Bureau of Investigation (FBI), and of Uniform Crime Reporting.
     E.   Knowledge of the ways in which computer technology has been applied in the maintenance of police information systems and records.
     F.   Knowledge of computer software programs, including spreadsheets, database, word processing, graphics, presentations, GIS mapping, and data mining software.
     G.   Knowledge of data gathering techniques using public and law enforcement databases to identify evidence in crime investigations and crime trends.
     H.   Knowledge of advanced techniques in computer applications and software to enter, access, process and merge a variety of data.
     I.   In-depth, hands-on knowledge of and experience with enterprise and desktop applications, including Police Records Management Systems.
     J.   Working knowledge with troubleshooting principles, methodologies, and issue resolution techniques.
     K.   Working knowledge in the configuration and implementation of software application solutions for the Police Department.
     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.

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 project management.
     C.   Skill at working in a team-oriented, collaborative environment.
     D.   Skill in business process and reengineering workflow, demonstrating an understanding of the relationship between processes and policies.
     E.   Analytical and problem-solving skills.
     F.   Skill in documenting and maintaining configuration and process information.

G.   Skill in reading, writing, and interpreting technical documentation and procedure manuals.
H.   Excellent written, oral, interpersonal, and presentational skills.
I.   Excellent listening and interpersonal skills.
J.   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.
K.   Skill in managing one's own time.
L.   Skill in completing assignments accurately and with attention to detail.

5.   Ability Requirements
A.   Ability to develop and interpret technical documentation for training and end user procedures.
B.   Ability to absorb new ideas and concepts quickly.
C.   Good analytical and problem-solving abilities.
D.   Ability to conduct research in to applications development and delivery concepts.
E.   Ability to present ideas in business-friendly and user-friendly language.
F.   Very strong customer service orientation and ability.
G.   Ability to transport oneself to, from, and around various work sites.
H.   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.
I.   Ability to communicate and interact effectively with members of the public and outside agencies.
J.   Ability to communicate effectively both orally and in writing.
K.   Ability to understand and follow instructions.
L.   Ability to problem-solve a variety of situations.
M.   Ability to set priorities and complete assignments on time.
N.   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.

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