



City of Pacific Grove
Established Date: 12/18/2013

POLICE ADMINISTRATIVE SERVICES MANAGER

SUMMARY: Reporting directly to the Police Chief, plans, organizes, and manages the functions and staff of the Pacific Grove Police Department (PGPD) administrative services work group; ensures administrative services, operations, and procedures are in compliance with the Municipal Code, City Charter, and state and Federal laws and regulations; assists the Police Chief with strategic planning, research, personnel issues, and budgets

ESSENTIAL FUNCTIONS: -- *As defined under the Americans with Disabilities Act, essential functions may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Plans, organizes, and directs the functions and staff of the PGPD administrative services work group, as determined by the Police Chief, including accounting, budget, human resources, payroll, contract management, and general administration functions; manages administrative functions, and other assigned programs and projects.
- Manages staff and activities to safeguard the PGPD assets, and ensure that administrative services are provided in alignment with goals; monitors administrative operations and ensures that procedures are in compliance with the Municipal Code, City Charter, and state and federal laws and regulations.
- Manages financial records, budgets, computer systems, payroll, billing, and technical reporting.
- Testifies as required.
- Serves as advisor to Police Chief; analyzes PGPD functions, programs, services, and activities, and develops recommendations for allocating PGPD resources.
- Researches administrative issues, evaluates records and files for accuracy and completeness, and prepares summary and operational reports.
- Supervises staff, develops priorities, and assigns tasks and projects; trains staff, and conducts performance evaluations; meets regularly with staff to discuss administrative issues, workload, priorities, customer service, and technical issues.
- Monitors operations, workflow, and timeline requirements; sets priorities, resolves problems, analyzes data, and ensures that all action items are properly processed, managed, and resolved; ensures that quality and timeliness standards are met, and quality customer services are provided.
- Assists the Chief with strategic planning, budgets, research, and resource allocation; manages public relations and special events with community groups; investigates complaints and inquiries regarding law incidents, programs, and services.
- Exercises independent judgment within broad policy guidelines; coordinates special projects and administrative issues with City departments; explains and interprets policies and procedures. Work days and hours may be varied as needed to meet workload demands.
- Maintains the integrity, professionalism, values, and goals of the Pacific Grove Police Department by ensuring that all rules and regulations are followed, and that accountability and public trust are preserved.
- Supports the relationship between the City of Pacific Grove and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

Bachelor's Degree in Criminal Justice, Business or Public Administration; AND four years of experience in government administrative operations preferably in City of Pacific Grove or another California law enforcement agency; OR an equivalent combination of education, training, and experience.

Knowledge of:

- City organization, operations, policies, and procedures.
- Policies, rules, and regulations governing the conduct and safety of police administrative programs.
- Principles and practices of public sector administrative management, including, personnel rules, performance management, payroll, procurement, contracting, and project management.
- Techniques and practices for efficient and cost effective management of resources.
- Procedures for the management of official documents and confidential records.
- Business computers, and specialized software applications for police records systems.
- Current legislative, political, and economic trends in municipal government issues.

Skill in:

- Managing the PGPD administrative program and operations.
- Analyzing technical issues, evaluating alternatives, and making recommendations based on findings.
- Explaining Federal and state rules and regulations, and City policies and procedures.
- Managing staff, delegating tasks and authority, and evaluating staff performance.
- Using initiative and independent judgment within established procedural guidelines.
- Dealing tactfully and courteously with the public and other criminal justice agencies.
- Following and enforcing verbal and written instructions and procedures.
- Evaluating workflow, and assessing and prioritizing multiple tasks, projects, and demands.
- Establishing and maintaining cooperative working relationships with City employees, elected officials, and representatives from other regional agencies.
- Communicating effectively verbally and in writing.

LICENSE AND CERTIFICATION REQUIREMENTS:

A valid California State Driver's License may be required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a standard office environment.