	# Police Business Services Manager

General Information

Classification Code:	MGRPRG
Effective Date:	January 11, 2023
Pay Grade:	D63
FLSA Status:	Exempt

Position Summary

The Police Business Services Manager is a non-sworn position that plans and directs the activities of the Business Services Division in the Police Department including the management of the records, digital evidence, and dispatch units. Coordinates assigned activities with other City departments, outside agencies and private service providers. Manages department budget and financial responsibilities. Provides highly responsible and complex administrative support for the Chief of Police. Performs other duties of a similar nature and level.

Classification Characteristics

This position falls under the Manager/ Program Manager classification. Manager/ Program Managers have responsibility for interpreting and carrying out the programs or objectives set by Executive Managers and decides how best to use the assigned resources. Responsibilities will vary in accordance with assigned area of responsibility but will generally include: developing and managing budgets; supervision of managerial, professional, technical and administrative support staff; overseeing highly political public policy matters; interpreting and enforcing codes and/or regulations; managing and overseeing complex public and private initiatives and projects; oversees multiple sections with diverse areas of expertise, qualifications and responsibilities.

This classification is differentiated from Executive Managers as responsibility of the higher-level classification is concerned with formulating or adjusting programs for major functions/divisions/departments, and allocating resources (facilities, people, money, materials) among these groups, and responsibility is always citywide in nature. It is differentiated from the Associate Manager/Associate Program Manager classification by having responsibility for multiple programs or major project areas whereas the lower level is responsible for one or two program areas.

Essential Duties

The duties listed below are a typical sample; position assignments may vary.

1	Effectively supervises dispatch, records, and other assigned staff, prepares performance evaluations, and effectively recommends hiring, termination, and disciplinary actions. Provides training and development for staff. Plans, prioritizes, develops work plans, assigns, and reviews the work of staff. Responds to grievances.
2	Assists Chief of Police in long range planning. Participates on management team to compose and review policies, procedures, resolutions, and ordinances. Evaluates proposed department projects and programs and assists in establishing priorities with emphasis on budgetary impact and planning.
3	Oversees and participates in the development of the division's annual goals. Establishes staffing levels, service standards, and allocates resources accordingly.
4	Directs, develops, implements, and assigns work activities, projects, and programs. Monitors workflow and efficiency of services; reviews and evaluates work products, methods, and procedures to ensure compliance with policies, standards, and customer requirements.

Essential Duties	
5	Prepares and administers Police Department's budget to include budget development, monitoring ongoing expenditures, reporting and trends, and acts as the primary liaison with City Finance regarding budget and other financial matters. Develops department policies and procedures related to budget, accounting, or general financial administration. Prepares, negotiates, and administers contracts, intergovernmental agreements, and grants.
6	Interprets and explains orders, policies, practices and procedures and other operational information to subordinate personnel.
7	Oversees the department's technical portfolio to include management of software applications, strategic planning, policies, and procedures related to technology, and upgrades or replacements of technical assets and software.
8	Coordinates with other divisions, departments, and law enforcement agencies. Attends regional committees with other law enforcement and emergency agencies as a voting member to ensure inter-agency cooperation around shared systems that impact service delivery and budget efficiencies.
9	Communicates with varied audiences clearly, concisely, and effectively, orally and in writing. Represents the City and Police Department at public events, meetings of the City Council, boards, or commissions.
10	Review, analyze and modify operational and business issues and processes to assure effective and efficient service delivery. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of project and department goals.
11	Performs other duties of a similar nature or level.

Functional Specific Responsibilities
N/A

Qualifications
Minimum Qualifications: Bachelor's Degree in a related field; and 5-7 years progressively responsible experience in a field related to area of assignment; and 1-2 years of program and or personnel management experience or equivalent combination of knowledge, skills, education and experience in order to successfully perform the job.   *Special Requirements:*   • Have no convictions that could have resulted in a sentence to a federal or state penitentiary (i.e., felony convictions), or misdemeanors directly related to position.   • Must pass a pre-employment criminal history check and background investigation.   • Must successfully pass a comprehensive background investigation including criminal history check and fingerprints to obtain and maintain Oregon State Police Criminal Justice Information System (CJIS) clearance within 30 days of appointment
Licensing/Certifications: • Possession of or ability to obtain a Law Enforcement Data System (LEDS) certification within 30 days of appointment, and renewal every two years.
Technology Skills: • Accounting software — Fund accounting software   • Backup or archival software — Laserfiche   • Calendar and scheduling software   • Data base reporting software — Crystal Reports   • Document management software — SharePoint

Qualifications
• Electronic mail software — Email software • Enterprise resource planning ERP — Oracle PeopleSoft • Financial analysis software — Oracle E-Business Suite Financials • Human resources software — Human resource management software • Information retrieval or search software — LexisNexis • Internet browser software — Microsoft Internet Explorer • Office suite software — Microsoft Office • Point of sale POS software • Presentation software — Microsoft PowerPoint • Spreadsheet software — Microsoft Excel • Time accounting software • Word processing software — Microsoft Word

Knowledge Required:

- Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography, and transcription, designing forms, and other office procedures and terminology.
- Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Economics and Accounting — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Skills:

- Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Coordination — Adjusting actions in relation to others' actions.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Instructing — Teaching others how to do something.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

Qualifications
- Management of Financial Resources — Determining how money will be spent to get the work done, and accounting for these expenditures.   - Management of Material Resources — Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.   - Management of Personnel Resources — Motivating, developing, and directing people as they work, identifying the best people for the job.   - Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.   - Negotiation — Bringing others together and trying to reconcile differences.   - Persuasion — Persuading others to change their minds or behavior.   - Reading Comprehension — Understanding written sentences and paragraphs in work related documents.   - Service Orientation — Actively looking for ways to help people.   - Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.   - Speaking — Talking to others to convey information effectively.   - Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.   - Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.   - Time Management — Managing one's own time and the time of others.   - Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Abilities:

- Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.
- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Fluency of Ideas — The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Near Vision — The ability to see details at close range (within a few feet of the observer).
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Selective Attention — The ability to concentrate on a task over a period of time without being distracted.
- Speech Clarity — The ability to speak clearly so others can understand you.
- Speech Recognition — The ability to identify and understand the speech of another person.
- Time Sharing — The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Written Comprehension — The ability to read and understand information and ideas presented in writing.
- Written Expression — The ability to communicate information and ideas in writing so others will understand.

Physical Requirements

Key	None 0% (0 hrs.)	Seldom 1-10% (Up to 1 hrs.)	Occasionally 11-35% (Up to 3 hrs.)	Frequently 36-75% (3-6 hrs.)	Continuous 76-100% (6+ hrs./day)

	0%	1-10%	11-35%	36-75%	76-100%		0%	1-10%	11-35%	36-75%	76-100%
BODY POSITIONS						**PUSH/PULL**					
Standing			X			0-10 lbs.			X		
Sitting				X		11-20 lbs.		X			
Walking – Even Surface			X			21-50 lbs.	X				
Walking – Uneven Surface		X				51-75 lbs.	X				
Kneeling		X				76-100 lbs.	X				
MOVEMENTS						**ENVIRONMENTAL HAZARDS**					
Bending/Stooping		X				Indoors					X
Twisting		X				Outdoors		X			
Crawling		X				Dust		X			
Squatting/Crouching		X				Fumes/Odors/Gasses	X				
Balancing		X				Chemical Agents	X				
Reach – Overhead		X				Biological Agents	X				
Reach – Forward		X				Noise – Low					
Reach – Backward		X				Noise – Moderate					
Climbing – stairs		X				Noise – High					
Climbing - ladder	X					Low Light					
USE OF HANDS						Heat					
Grasping – whole hand				X		Cold					
Grasping – pinch grip					X	Restricted workspace					
Fine manipulation/feeling				X		Vibration – whole body	X				
Keyboarding					X	Vibration - extremity	X				
LIFT/CARRY						**JOB SPECIFIC**					
0-10 lbs.			X			Driving – vehicle/equipment		X			
11-20 lbs.		X				Operate foot controls				X	
21-50 lbs.		X				Seeing					X
51-75 lbs.	X					Talking					X
76-100 lbs.	X					Hearing					X
						Extended work hours				X	

Classification History

Created: 9/17/2021
2023.01 – Revisions by HR

I have reviewed the job description.

Employee: Name_____ **Signature** _____ **Date** _____