

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> Public Safety Support Services Manager	<b>Job Family:</b> 2
<b>General Classification:</b> Management	<b>Job Grade:</b> 41

**Definition:** Under general direction, supports the Police Department’s mission and functions by managing and directing essential administrative and technical services to the Police and Fire Departments. Provides leadership in the development and implementation of programs, services, policies, and procedures relating to all phases of Analytical and Fiscal Services, Emergency Communications, Public Safety Systems, and other support service functions and duties as required.

**Distinguishing Characteristics:** The Public Safety Support Services Manager receives general direction from the Police Chief or a Police Captain and exercises direct and indirect supervision over assigned clerical, technical, professional, supervisory, and management personnel. This position also responds as a liaison to the Fire Department and has an indirect reporting relationship to a designated Fire Department manager.

**Examples of Duties:** Duties may include, but are not limited to, the following:

1. Manages, directs, and organizes the activities of assigned workgroups, including Emergency Communications, Police and Fire Records, Public Safety Systems, Analytical and Fiscal Services, and other support service functions as assigned.
2. Coordinates the organization, staffing, and operational activities for assigned work groups.
3. Formulates long-range plans relating to personnel resources, technological improvements, and analytical capabilities.
4. Performs project management functions for assigned projects; assembles project teams for projects; confers with project staff to outline plan and to assign tasks and the resources required for each task; establishes project milestones; ensures project progresses on schedule within prescribed budget and with acceptable quality; confers with project team to provide technical advice and resolve problems.
5. Oversees and manages assigned contracts; establishes scopes of work for projects; monitors change orders as necessary; signs off upon completion of project.
6. Maintains knowledge and plans maintenance and upkeep of state-of-the-art public safety communications and records management systems and equipment.

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7. Ensures compliance with FCC, CJIC, DOJ, CLETS, and NCIC policies, procedures, and security regulations, and acquires and maintains all necessary operating licenses and permits.
8. Properly interprets and ensures the compliance of laws, rules, and regulations pertaining to the department and implements divisional programs, policies, and procedures.
9. Recommends the appointment of personnel; trains, assigns, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements disciplinary procedures; chairs personnel investigation review boards as assigned.
10. Participates in the development and implementation of goals, objectives, policies, and priorities; recommends and implements resulting policies and procedures.
11. Participates in the development and administration of assigned program budgets; forecasts funds needed for staffing, equipment, materials, and supplies; monitors, reviews, and approves expenditures; recommends adjustments as necessary.
12. Oversees the functions of Police and Fire Records, including the release, retention, and purging of records; approves release of records to the public in compliance with pertinent laws and regulations.
13. Schedules work assignments and work hours of subordinate personnel.
14. Exercises sound judgment, tact, and resourcefulness in dealing with the public, outside agency representatives, fellow employees, supervisors, and subordinates in the course of normal business and unusual or emergency circumstances.
15. Assists the Police Chief with various departmental administrative functions.
16. Represents the division and makes presentations to the public, other City departments, the City Council, other cities, and outside agencies and committees; provides technical assistance as necessary.
17. Researches and prepares technical and administrative reports; prepares written correspondence.

**Minimum Qualifications:**

Knowledge of: Theory, techniques, principles, and practices of emergency communications; law enforcement, fire service, and patient care records management; law enforcement and municipal budgeting practices; administrative

and support service functions; personnel management and leadership; training and mentoring methods and concepts; operation requirements of police and fire agencies; emergency medical dispatch principles; willingness to develop innovative approaches to the delivery of Police and Fire records and emergency services dispatching; FCC regulations and DOJ rules and regulations; pertinent local, State, and Federal laws, rules, and regulations; making presentations and public speaking.

Ability to: Plan, direct, organize, coordinate, and manage the work of a diverse and complex operation; manage and lead personnel; research, analyze, and procure equipment and systems associated with Police and Fire support services; prepare and administer the department and division budget; interpret and explain division policies and procedures; establish and maintain effective working relationships with those contacted in the course of work; communicate clearly and concisely, both orally and in writing; make presentations to groups of people.

**Experience and Training Guidelines:** Combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Training and experience equivalent to a bachelor's degree from an accredited college or university with major course work in criminal justice, emergency management, organizational leadership, business or public administration, or a closely related field and five years of increasingly responsible experience in a public safety agency, two years of current experience comparable to a supervisor, preferably in an environment handling public safety, records management, or police/fire emergency communications. A master's degree is highly desirable.

Required Licenses and Certificates: Possession of a valid Class C California Driver License.

Established: January 1994

Revised: June 2016

HRD/CLASS SPECS

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