



FLSA: Exempt

CIVILIAN MANAGER

DEFINITION

Under general direction, plans, organizes, and manages the staff and operations of an assigned section within the Harbor Police of non-sworn staff, including those assigned to Harbor Police Records and Communications sections; performs a wide variety of budgetary, financial, administrative, and difficult and/or complex, professional, technical, analytical, and administrative duties. Assist in the oversight of assigned administrative processes, procedures, and programs.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Harbor Police Captain. Exercises direct supervision over professional, technical, and/or administrative support staff.

CLASS CHARACTERISTICS

This is a management classification responsible for managing an assigned sections within the Harbor Police Department. The incumbent is responsible for developing and implementing policies and procedures for an assigned section, including short- and long-term planning, budget administration and reporting, and coordination of key programs/projects with other Port sections and departments and external agencies. This position applies advanced management principles and strategic thinking to decisions that impact the organization as a whole and the public being served. This position generally serves as advisors and contributors to executive management on policies, procedures, and major Port initiatives.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Manages, plans, supervises, assigns, coordinates, reviews, and evaluates the work of Harbor Police non-sworn staff, including those assigned to Harbor Police Records and Communications section; assists in the selection of assigned staff; meets with staff on a regular basis to identify and resolve problems; recommends and implements appropriate corrective action for assigned employees; provides supervision and training to assigned staff; prepares and manages work schedules for assigned staff and processes time off requests in accordance with departmental procedures; mentors staff to ensure continued professional development in support of the agency's succession planning initiatives; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends appropriate service and staffing levels.
- Coordinate and prepare budgets; participate in the preparation and administration of assigned operating and capital budgets; monitor and maintain appropriate budgeting controls; oversee the administration of the department's accounts receivable and accounts payable process.
- Serve as the Custodian of Records for the Harbor Police Department.
- Participate in the development and implementation of section goals, objectives, policies, and

priorities; compile and analyze data and make recommendations regarding staffing, equipment, and facility needs; establish strategies and programs to meet Department operational goals; continuously review operational activities and programs to identify issues and create solutions for improving service delivery.

- Participate in the appointment of departmental staff; plan, organize, and supervise the work of departmental supervisory staff and work teams; monitor, evaluate, and document subordinate work performance; coach and motivate for improved performance; develop and implement staff training programs and plans; recommend and coordinate employee recognition, discipline, and termination with subordinate supervisors.
- Serve as coordinator for Harbor Police department Public Records Act requests. Oversee and respond to sensitive and difficult public inquiries, complaints, and requests for information in conjunction with other Port departments; ensure adherence to appropriate policies, procedures, laws, rules, and regulations for the maintenance and release of records.
- Develop and administer policies and procedures; recommend changes to practice, consistent with best practice methods and/or law in relation to Records and Communications/ Dispatch.
- Direct the design, maintenance, and administration of police communication, records, and related automated systems; work collaboratively with the Port Information Technology department to maintain and update system requirements; recommend improvements, equipment upgrades and system enhancements. Oversee the coordination of the California Law Enforcement Telecommunications System (CLETS); to include implementation, training, and maintenance. Oversees the entry, updating, and retrieval of data and preparation of routine reports including information from, but not limited to, CLETS, the National Crime Information Center (NCIC), Uniform Crime Reports (UCR), and / or National Incident Based Reporting System (NIBRS); attends staff development training sessions to remain current on management, supervision and leadership techniques, law enforcement record keeping/management activities; serve as liaison or identify a designee for the records section and communication center during functions and meetings with other County departments, local, State and Federal agencies.
- Maintain currency with legislation, Government Codes, and other legal requirements pertaining to document management and records program systems and procedures. Remain current with knowledge related to public safety by attending professional conferences and in-service education programs, as well as by reviewing information obtained from department memoranda, staff meetings and professional publications to attain and maintain public safety-related knowledge and skills and determine the impact of developments and change on providing service excellence.
- Participate in special projects including research of new programs and services, budget analysis and preparation, and feasibility analyses; coordinate activities and special events with other Port departments, the public and outside agencies for the Harbor Police department; formulate recommendations and write grant applications; prepare and monitor program grants and related proposals.

OTHER RELATED DUTIES

- May represent the department on task forces, committees, or projects; represent the department to the public, community organizations, and other government agencies; perform a variety of community outreach activities; may act as a department spokesperson to the

media and direct departmental public information efforts.

- Serve as the 9-1-1 Public Safety Answering Point Manager for the Harbor Police Department and liaison with the California Office of Emergency Services 9-1-1 Communications Branch.
- May be assigned disaster service worker responsibilities as directed.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of contract administration and management.
- Modern law enforcement records management principles, procedures, techniques, and equipment.
- Principles of organization, administration, budget, purchasing and personnel management.
- Police terminology and Municipal, State, and Federal law enforcement codes.
- Applicable laws, ordinances, and department rules and regulations.
- Public Records Act and protocols for the release of public information.
- Training techniques.
- Methods and techniques of research, statistical analysis, and report presentation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- Modern office methods and equipment, including personal computers and job-related software.

- Knowledge of modern public safety dispatch systems to include 9-1-1 call handling software, CAD/RMS, and 800MhZ radio equipment.

Ability to:

- Plan, organize, oversee, and manage the staff and operations of the assigned section.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Provide administrative, management, and professional leadership for the section; engage in strategic planning.
- Select and supervise, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Properly interpret and make sound decisions in accordance with laws, regulations, and administrative policies.
- Access and maintain data in computerized data systems that interface with various regional and state information systems.
- Perform multiple tasks through prioritization of numerous, simultaneous requests while maintaining a calm demeanor.
- Supervise, train, and evaluate assigned staff.
- Communicate effectively with public in routine and stressful situations over the telephone and in person.
- Communicate effectively in writing.
- Establish and maintain effective working relationships with peers, sworn personnel and supervisors.
- Follow verbal and written instructions.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in Public Administration, Economics, Business Administration, or a related discipline.

Experience:

Six (6) years of increasingly responsible experience in a Police department that demonstrates broad knowledge and understanding of assigned area, including two (2) years in a supervisor or manager capacity.

Licenses and Certifications:

- Possession of a valid California Class "C" Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Port sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Some positions may require working varied shifts and/or alternate schedules as needed.

Port employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the Port's needs, in addition to responding as a Disaster Services Emergency Worker.

Employees in this classification are subject to on-call, which may include rotating-duty schedule, weekends and 24-hour emergency call out with little or no notice.