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POLICE BUSINESS MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of professional, technical, and administrative staff performing difficult and complex support work related to all programs and activities of the business systems operations of the Police Department, including budget and information systems; coordinates assigned activities with other divisions and departments; provides highly complex and responsible support to the Chief of Police in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief of Police and the Assistant Police Chief. Exercises general direction and supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a mid-management classification that manages business systems operations in the Police Department, including budget and information systems programs. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Chief of Police in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work. This class is further distinguished from the Chief of Police in that the latter has overall responsibility for all City-wide Police functions and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

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

- Plans, manages, and oversees the daily functions, operations, and activities of the business systems operations of the Police Department.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of business systems operations services, projects, and activities; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Chief of Police.

- Manages and coordinates the work plan for the assigned area; meets with staff to identify and resolve problems; assigns work activities, projects, and programs; monitors work flow; reviews and evaluates work products, methods, and procedures.
- Participates in selection, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Provides highly complex staff assistance to the Chief of Police; develops and reviews staff reports related to financial, budgetary, and information systems activities, projects, and services; presents reports to commissions, committees, and boards; performs a variety of public relations and outreach work related to assigned activities.
- Coordinates, oversees, and performs professional-level administrative work in such areas as budget development, financial administration and reporting, and grants application development and oversight.
- Develops and recommends fiscal/budget policies and procedures; advises Chief of Police and other staff on program implications of financial decisions.
- Maintains a liaison with the City's financial services staff and Federal and State funding agencies in matters affecting financial and accounting guidelines and requirements, budget changes, and related activities.
- Develops and monitors the Police Department operating and capital improvement budgets; reviews budget proposals from all police divisions and departments; monitors program performance to ensure budget and program objectives are met; serves as department representative in fiscal negotiations with Federal, State, and local resource agencies; analyzes City budget policy trend and forecasting involving historic, current, and multi-year review of expenditures and revenues; tracks long term and major projects, timelines, work plans, and performance measures; serves as principal advisor to department management on fiscal, operational, and administrative matters; advises on developments in fiscal relationships with other agencies.
- Manages, develops, and recommends data processing plans, systems, and applications; oversees established data processing systems and linkages to external databases.
- Conducts a variety of organizational studies, investigations, and operational studies, including Police Department annual report and single and multi-year staffing; recommends modifications to programs, policies, and procedures, as appropriate.
- Manages and develops consultant requests for proposal for professional services; evaluates proposals and recommends or decides project award; negotiates and administers contracts for projects; ensures contractor compliance with City standards and specifications, time, and budget estimates; analyzes and resolves complex problems that may arise.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations related to the area of assignment; researches emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Assists the Chief of Police with special projects, as needed.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.

- 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 municipal government management and public administration.
- Advanced principles, practices, and procedures of funding sources and grant funds disbursement.
- Advanced principles and practices of public agency budget development and administration and sound financial management policies and procedures.
- Applicable Federal, State, and local laws, codes, and regulations.
- Principles and practices of bidding process and contract administration and evaluation.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area.
- Modern developments, current literature, and sources of information regarding information systems.
- Methods and techniques of effective technical report preparation and presentation.
- Modern office practices and technology, including personal computer hardware and software applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations and with property owners, developers, contractors, and the public.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Manage and monitor complex projects, on-time and within budget.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative, financial, and technical information and data in an effective manner.
- Interpret, explain, and ensure compliance with City policies and procedures, complex laws, codes, regulations, and ordinances.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Make sound, independent decisions within established policy and procedural guidelines.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to graduation from an accredited four-year college or university with major coursework in accounting, finance, business of public administration, or related field and five (5) years of professional budgeting, accounting, and financial operations experience, including two (2) years of supervisory or management experience, preferably in a governmental or public agency setting.

Licenses and Certifications:

- Possession of a valid driver's license with satisfactory driving record.

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 to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, 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 weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.