

**CLASS SPECIFICATION  
Director of Police Services**

FLSA Status: Exempt

Union Representation: Nonrepresented/Incumbents hired after June 18, 2010 are exempt from Civil Service (Ordinance 183980).

**GENERAL PURPOSE**

Under general direction, plans, organizes, directs and evaluates the activities and personnel of the Police Bureau's Police Services Branch, including functions such as personnel, police records, professional standards, internal audit, internal investigations, information technology, training, communications and strategic services. Performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

This single-position class is a non-sworn civilian position which manages the Police Services Branch, a large branch of the Police Bureau encompassing a wide variety of service and support functions. The incumbent works closely with the Police Chief and the Assistant Chiefs of Operations and Investigations to develop bureau policies, procedures, regulations and strategic direction.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Incumbent in this position may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. As part of Police Bureau executive team, develops Police Bureau policies, procedures, and regulations, and contributes to the development and implementation of the strategic direction for the Police Bureau; formulates policy for Polices Services Branch, including fiscal policy and bureau training program doctrine; assists in developing bureau wide policies and ensuring conformity with City administrative rules; strategically coordinates the implementation of the bureau strategic plan, policy and procedures for Police Services; participates with other bureau managers and staff in the development and implementation of initiatives, policies and programs to strengthen community partnerships, public awareness, crime prevention and support for bureau programs and policies.
2. Plans, organizes, controls, integrates, promotes efficiency and evaluates the work of assigned divisions; with subordinate managers, develops, implements and monitors work plans to achieve branch mission, goals and performance measures; directs the development of and monitors performance against the bureau budget; manages and directs the development, implementation and evaluation of work programs, plans, work processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and citizen service expectations.
3. Plans, organizes, directs and evaluates the performance of assigned supervisors and staff; establishes performance requirements and personal development targets; regularly monitors

performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements, subject to director and City management concurrence.

4. Provides leadership and works with supervisors to develop and retain highly competent, service-oriented staff through selection, compensation, training and day-to-day management practices that support the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
5. Insures that Police Records Division operates effectively and in compliance with state and federal laws; through subordinate managers, manages access to police records and the collection and reporting of crime-related data, develops policies and procedures; ensures effective investigation and resolution of issues/complaints.
6. Through subordinate managers, oversees various fiscal and support services, including payroll, accounting, fleet management, purchasing, risk management and loss control, internal audit, internal investigations, professional standards, information technology, internal communications and web site management, the alarms program and other functions as assigned.
7. Provides administrative and operational oversight for budget development, financial planning and financial development.
8. Oversees the bureau's recruitment program for sworn and non-sworn personnel; oversees the bureau Police Training Academy; provides policy guidance and strategic direction; oversees bureau liaison with Human Resources staff assigned to the Police Bureau; provides bureau management input to labor contract negotiations.
9. Oversees the development of crime statistics and trend analysis.
10. Meets with officials and citizens on bureau administrative matters; serves as a member of law enforcement-oriented committees, boards and ad hoc groups; negotiates and coordinates with other agencies on critical and complex matters.
11. Ensures bureau compliance with bureau policies, procedures and regulations through the inspection and audit process.
12. Ensures branch effectiveness in successfully carrying out the goals and objectives of the bureau's community policing program within the Training Division.
13. Coordinates and liaisons with the Bureau of Emergency Communications to ensure that Police Bureau's dispatching needs are met; monitors content/quality of dispatch services provided; ensures compliance with internal and external policies and laws, including FCC regulations.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. The theory, principles, practices and techniques of police administration.
2. The theory, principles, policies, methods and practices related to community policing.
3. The principles and practices of public administration including and relating to budgeting, human resources and employee relations issues, communications systems, business and information technology operations, purchasing, strategic planning, and the maintenance and management of public records.
4. The principles and practices of effective management and supervision.
5. Researching methods and analysis techniques applicable to a municipal law enforcement agency.
6. Effective community and public relations methods and practices.

### **Ability to:**

1. Develop effective policy in compliance with all Federal, State, and local laws and in collaboration with external partners.
2. Analyze and make sound recommendations on complex management issues.
3. Understand, interpret, explain and apply relevant city, state and federal laws, ordinances and regulations.
4. Present information, proposals and recommendations clearly and persuasively, both in writing and in person, to individuals and to groups.
5. Represent the bureau effectively in negotiations.
6. Establish and maintain effective relationships with elected officials, City executives and managers, labor organizations and their representatives, officials of other governmental agencies, community members, business organizations, the media, employees and the public.
7. Exercise sound expert independent judgments within general policy guidelines.
8. Exercise tact and diplomacy in dealing with sensitive, complex and often confidential issues and situations.
9. Manage a large, diverse staff of technical, professional, sworn and civilian personnel.
10. Work collaboratively with multiple private and public partners.

11. Be proactive, work well independently, and demonstrate strong initiative.

12. Be able to develop and strategically manage a multi-million dollar budget.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in police science, law enforcement, criminal justice, law, finance, public administration, business administration or a closely related field; at least five years of senior level management experience, including experience managing local, state, and national criminal justice issues and managing multi-million dollar budgets; significant experience providing training and technical experience to public safety professionals; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid state driver's license.

**PHYSICAL AND MENTAL DEMANDS**

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

**Class History:**

Adopted: Approved by Council on July 14, 2010, effective June 18, 2010.