

**CLASS SPECIFICATION**  
**Police Management Services Division Manager**

FLSA Status: Exempt  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under general direction, manages the work of staff engaged in providing risk management, facilities, communications, and fleet services to the Police Bureau; coordinates issues and represents bureau interests in working with bureaus which provide those services on a City-wide basis, and with other City and outside agencies; develops and implements policy and procedures in assigned areas; administers risk management programs for the bureau, and represents the bureau in settling high profile claims; monitors unit performance and customer satisfaction; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Under general supervision, the Police Management Services Division Manager manages risk management, facilities, communications, and fleet services for the Police Bureau. The incumbent serves as the bureau's risk management liaison officer, and administers the bureau's loss control and safety programs; oversees the development and execution of the bureau's Facility Master Plan; assesses and promotes bureau needs and interests with respect to the maintenance, improvement and renovation of the bureau's facilities, communications, and fleet infrastructures; and acts as the bureau liaison to centralized City service providers, such as the City Attorney's Office, the Bureau of Technology Services, and the Risk Management, Facilities Services and Fleet Services Divisions of the Bureau of General Services.

Police Management Services Division Manager is distinguished from other similar classifications in the unique mix of administrative services provided, and in that the services are provided exclusively to the Police Bureau.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Any one position in this class 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. Plans, organizes, controls, integrates and evaluates the work of the division; develops, implements and monitors work plans to achieve bureau mission, goals and performance measures; directs the development of and monitors performance against the bureau and division budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and citizen service expectations.

2. Plans, organizes, directs and evaluates the performance of assigned 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; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements.
3. Provides leadership 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.
4. Develops, recommends, implements, and monitors the bureau's strategic plan for loss prevention, as well as other bureau policies, procedures and programs aimed at reducing liability; reviews, analyzes, and reports on bureau loss exposures, including general liability, fleet liability and worker's compensation.
5. Represents bureau interests in the settlement of claims against the bureau; works with the City Attorney's Office, the Risk Management Division, and interested elected officials to settle large, politically sensitive claims against the bureau, including those involving the use of force, personal injury, and other tort claims; testifies on behalf of the bureau in court and at other evidentiary proceedings; oversees adjudication of worker's compensation claims.
6. Advises and consults with bureau management on the design and implementation of safety programs; ensures compliance with OSHA and other legal and regulatory requirements through review of accident reports, field visits and other data gathering mechanisms.
7. Manages and directs bureau policy with respect to facilities, telecommunications, and fleet services; acts as the bureau liaison to centralized City service providers, such as the Bureau of Technology Services, and the Facilities Services and Fleet Services Divisions of the Bureau of General Services; administers contracts for professional, technical and expert (PTE) services, as well as various lease and purchase agreements.
8. Coordinates and manages revision of the Bureau's Facility Master Plan; oversees compliance with the Plan; coordinates facility maintenance, improvement and construction.
9. Plans and approves acquisition, distribution, and installation of land lines, cell phones, pagers, and 800 Mhz radios.
10. Reviews, analyzes, and participates in the evaluation of proposals for fleet purchases and vehicle upgrades; coordinates the purchase, outfitting, and repair of the Police Bureau fleet.

## **OTHER DUTIES**

1. Serves as liaison with safety officials of other governmental agencies, industry organizations and committees and with representatives of state and federal regulatory agencies.
2. Plans, coordinates, schedules, implements and manages special projects in areas of responsibility.
3. Represents the bureau to other City, state and outside agencies and professional societies in task forces, committees or work groups.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of public administration, including human resource management, purchasing, contracting, managing intergovernmental agreements and maintenance of public records.
2. Principles, practices, methods and techniques of developing and administering loss control and safety management programs.
3. Federal and state laws and regulations governing work place occupational health and safety, risk management, asset protection and workers' compensation.
4. Practices and procedures for managing, administering, analyzing, adjudicating and litigating claims.
5. Principles and practices of facilities acquisition, maintenance, renovation, and disposal.
6. Knowledge of facility programming, space analysis, and architectural forecasting.
7. Principles, practices and methods of municipal budget development and management.
8. Research methods and statistical and financial analysis techniques.
9. Use of personal computing equipment and standard word processing, spreadsheet, and database software.
10. Principles and practices of effective management and supervision.
11. City human resources and labor contract provisions.
12. Familiarity with the demands and unique requirements of providing infrastructure and risk management to a law enforcement agency.

**Ability to:**

1. Plan, organize, supervise and administer effective comprehensive loss control and safety management programs for a law enforcement agency.
2. Apply advanced knowledge of risk management, particularly loss control, to the management of potentially costly and politically sensitive claims against the bureau.
3. Apply advanced knowledge of risk management techniques and of current law to protect the health and safety of bureau employees and ensure legal compliance OSHA and other similar laws and regulations.
4. Represent the City effectively in hearings and litigation of claims.
5. Understand, interpret, explain and apply complex laws, regulations, policies and procedures.
6. Plan, organize, manage and direct a variety of organizational support functions.
7. Resolve disputes between the Police Bureau and other bureaus, contractors, vendors and others.
8. Manage resources to maximize customer satisfaction in the areas of facilities, communications, and vehicles.
9. Develop, implement, and evaluate policies and complex administrative procedures.
10. Understand, interpret, explain and apply City, state, and federal policy, law, regulations and court decisions applicable to areas of responsibility.
11. Apply creativity and flexibility in problem solving to complex and/or sensitive issues and problems.
12. Prepare clear, concise and comprehensive reports, correspondence, studies and other written materials.
13. Exercise sound, expert independent judgment within general policy guidelines.
14. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
15. Maintain accurate and complete program records and files.

16. Establish and maintain effective working relationships with bureau managers and supervisors, employees, elected officials, attorneys, representatives from other bureaus, contractors, vendors, and others encountered in the course of work.

**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 coursework in safety and environmental health, with complimentary coursework in finance, public or business administration, or a closely related field; and five years of progressively responsible experience in risk management, to include substantial experience in loss control and the investigation and adjudication of claims, at least two years of which at a supervisory level; or an equivalent combination of training and experience. Experience in a public agency is preferred.

**Licenses; Certificates; Special Requirements:**

A valid state driver's license may be required.

Safety and risk management certifications and professional designations are desirable.

**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.

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**Class History:**

Adopted: June 9, 2004. Classification was developed in response to a Request for Reconsideration resulting from implementation of the nonrepresented classification and compensation structure put into effect 7/1/02.

June 2009 - Change Job Class number from 7927 to 30000781, due to system change.