# CLASS SPECIFICATION
# Assistant IPR Program Manager

FLSA Status: Exempt
Union Representation: Nonrepresented

## GENERAL PURPOSE

Under general direction, assists the IPR Manager in overseeing the acceptance and resolution of citizen complaints, annual review of police officer involved shootings and in-custody deaths, and review of Police Bureau policies and procedures; carries out sensitive and highly complex policy and program development assignments; and performs related duties as assigned.

## DISTINGUISHING CHARACTERISTICS

The Assistant IPR Program Manager is responsible for providing high-level program and policy support and assistance to the IPR Program Manager. The incumbent performs or oversees complex and sensitive assignments and policy or program development responsibilities. The incumbent participates in or oversees the acceptance and determination of appropriate actions for citizen complaints regarding police behavior. The incumbent works with a Citizen Review Committee; requests further investigation as needed, conducts independent investigations, and prepares reports on the status and resolution of complaints. The incumbent is expected to carry out responsibilities with a significant degree of independence, exercising sound expert professional and political acumen and problem solving skills. Incumbent may supervise administrative and investigative staff.

Assistant IPR Program Manager is distinguished from the IPR Program Manager in that the latter classification has overall responsibility for managing and supervising the IPR program

## 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. Reviews all citizen complaint intake investigations; forwards all complaints which would justify an Internal Affairs Division (IAD) investigation to the IPR Program Manager for processing; identifies cases appropriate for referral to another agency; prepares and sends referral and disposition letters to the Police Bureau and the complainant.

2. Identifies complaints that are appropriate for mediation and forwards the request to IAD; assigns mediation cases to the mediation project manager in the IPR upon Police Bureau approval.

3. Identifies complaints which should be appropriately declined by the Independent Police Review Division; prepares declination letters; identifies complaints which should be appropriately declined by IAD; forwards the compliant to IAD for declination; revises, edits and forwards IAD declination letters to complainants and officers.

4. Identifies complaints appropriate for assignment as a service complaint as defined by Police Bureau policy; forwards service complaint recommendation to IAD Captain, monitors service complaint debriefings and advises complainants of the completion of the debriefings.

5. Facilitates the work of the Citizen Review Committee by reviewing all citizen appeals; audits the IAD file for completeness and appropriateness of Police Bureau decision-making; supervises the preparation of the IPR Citizen Review Committee Appeal Report for appeals; presents each appeal to the Citizen Review Committee at their monthly meeting.

6. Assists in monitoring of investigations and IPR policy reviews; assists the IPR Program Manager in monitoring and participating in IAD interviews of investigations identified IAD investigations with IPR involvement.

7. Researches and writes audits of Police Bureau policies and procedures; writes and edits the IPR Annual Report and other public reports as necessary.

8. Creates and updates formal criteria for complaint handling by IPR and IAD; creates and updates IPR Division Standard Operating Procedures.

9. Represents the IPR Program Manager in that individual's absence; represents IPR at meetings; and is the person in charge of IPR when the IPR Program Manager is away from the office.

**OTHER DUTIES**

1. May supervise a small number of staff engaged in administrative or investigative work.

**MINIMUM QUALIFICATIONS**

**Knowledge of:**

1. Theory, principles, practices and techniques in the conduct of internal police complaint investigation and review for a large municipal organization.

2. Principles and practices of program planning, management and administration.

3. Federal, state and local laws and regulations and procedures applicable to; internal police investigations, whether administrative or criminal; and police review responsibilities and jurisdiction.

4. Interview techniques, methods and strategies for case preparation.

5. Organization, responsibilities, functions, policies and procedures of local law enforcement.

6. Techniques and methods of law enforcement training, instruction and performance evaluation.

7. Investigation techniques and methods, including interview and interrogation techniques.

8. Principles and practices of sound business communications.

**Ability to:**

1. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.

2. Organize, set priorities and exercise seasoned independent judgment and acumen within areas of responsibility.

3. Read, interpret and apply complex laws and regulations and evaluate and review complaints.

4. Plan, conduct and evaluate the results of independent investigations of sensitive police conduct matters.

5. Understand and interpret bureau and City rules, regulations, policies and procedures applicable to areas of assigned responsibility.

6. Communicate clearly and effectively, orally and in writing.

7. Operate computer and standard business software.

8. Prepare clear, accurate and concise records and reports.

9. Maintain highly sensitive and confidential information.

10. Demonstrate sensitivity for individual citizen's rights and differences in ethnic and cultural heritage, age, gender, sexual orientation, disabilities, beliefs, goals, attitudes and interests.

11. Use tact and diplomacy in dealing with sensitive situations and concerned people and customers.

12. Establish and maintain highly effective working relationships with diverse groups and individuals, including City elected officials and managers, representatives of other governmental, community and private sector groups, City staff, police bureau staff and management, the community and others encountered in the course of work.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is a graduate degree in criminal justice, criminology, public administration, business administration or a closely related field; and at least five years of progressively responsible experience in conducting investigations and review of complaints; or an equivalent combination of training and experience. Experience in a public agency is preferred.

**Licenses; Certificates; Special Requirements:**

Graduation from an accredited law school, admission to a State Bar, and completion of on-going continuing legal education in accordance with the requirements of a State Bar are highly desirable but not required.

A valid state driver's license may be required for certain assignments.

**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 depend, 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: 11-24-04
June 2009 - Change Job Class number from 7334 to 30000555, due to system change.
December 2015 – Added possible supervision of administrative and investigative staff.