

**CITY OF GLENDALE**

<b>TITLE:</b>	<b>Police Operations Manager</b>	<b>CLASS CODE:</b>	<b>631</b>
<b>REPORTS TO:</b>	<b>Various</b>	<b>GRADE:</b>	<b>32</b>
<b>DEPARTMENT:</b>	<b>Police</b>	<b>FLSA:</b>	<b>E</b>

**JOB SPECIFICATION DATE: October 18, 2010 kmd**

**JOB SUMMARY**

Plans, organizes, and directs the work of the Communication Services or Emergency Management divisions within the Police Department.

**ESSENTIAL FUNCTIONS**

Depending on assignment, responsibilities may include:

1. Plans, coordinates, and directs the activities of assigned staff including training, scheduling, hiring decisions, written performance evaluations and discipline.
2. Assists in the development of divisional goals, objectives, policies and procedures; assists in the development of departmental policies and procedures.
3. Assists in the facilitation and coordination of the city's emergency management program, and assists in the supervision of grant related program applications.
4. Provides staff support to Emergency Management Administrator to coordinate actual or potential disaster preparedness for the City of Glendale.
5. Develops various emergency preparedness plans and coordinates with city departments on development of each plan's supporting document requirements; develops and oversees citywide emergency management training program.
6. Develops and monitors the budget for areas of responsibility; approves expenditures.
7. Assists with overall planning, research and implementation of automation projects.
8. Develops, plans and oversees educational training for department heads, or their representatives, and all others who report to the Emergency Operations Center.
9. Conducts research, analyzes findings, prepares reports and makes recommendations.
10. Serves as project manager on special projects in areas of responsibility.
11. Coordinates divisional activities with those of other divisions, city departments and outside agencies.
12. Investigates and resolves citizen complaints.
13. Coordinates and monitor the security card access system for the Public Safety Building and the security procedures related to interfacing with the computerized criminal information systems.
14. Documents emergency operations activities and ensures reporting compliance to all local, state, and federal agencies.
15. Monitors contracts and agreements to assure compliance.
16. Assumes division head's responsibilities upon his/her absence.
17. Attends training and serves on internal and external committees/workgroups as directed by division head.
18. Attends, and participates in, emergency management training and exercises.
19. Assists in the coordination of all Emergency Notification Programs, technology, and policies related to consistent communications with citizens, businesses and city employees.

## **SECONDARY FUNCTIONS**

20. Performs other related duties as assigned.

## **KNOWLEDGE, SKILLS, ABILITIES**

### **Knowledge of:**

- Operations and methods of the specific area of assignment
- Principles and practices of Police, public, and government administration
- Applicable federal, state and local laws, Police Department policies and procedures
- Effective management and supervisory practices
- The principles, methods, and practices of municipal budgeting, finance, and local emergency management
- Research techniques, methodology and procedures
- Database, spreadsheet, and word processing applications

### **Ability to:**

- Plan, organize, direct, and evaluate the work of others
- Integrate and apply the concepts of comprehensive emergency management (mitigation, preparedness, response and recovery) into the City's disaster programs
- Communicate clearly and concisely, both orally and in writing
- Effectively communicate orally in one-on-one or group settings, with various levels of the organization, in person or using a telephone
- Conduct research, analyze and interpret findings; make recommendations on findings
- Develop and administer a divisional budget
- Interpret state and federal funding regulations and the impact to the City
- Read, analyze and accurately interpret federal, state and local emergency management policies and procedures
- Administer and coordinate training and instruction in area of responsibility
- Develop and administer new policies, procedures and strategies in area of responsibility
- Establish and maintain effective working relationships with all levels of police personnel, city officials, other law enforcement agencies and the general public

## **WORKING CONDITIONS**

Office setting, may include occasional field response, depending on area of assignment.

## **MINIMUM QUALIFICATIONS**

Bachelor's Degree in Police Science, emergency management, business or public administration or a related field and four years experience in police administration with one year of supervisory experience, depending on area of assignment.

Any equivalent combination of training and experience that provides the required knowledge, skills and abilities, is qualifying.

## **SPECIAL REQUIREMENTS**

Valid Arizona driver's license

Depending on area of assignment, must complete the Associate Emergency Manager (AEM) program through the International Association of Emergency Manager's (IAEM) within thirty-sixth months of employment