



City of Bothell™

CITY OF BOTHELL  
Established Date: Jan 1, 2010  
Revision Date: Mar 2, 2018

# Police Support Services Manager

Class Code:  
5032

Bargaining Unit: Non-Represented

## SALARY RANGE

\$50.64 - \$64.39 Hourly  
\$8,777.91 - \$11,161.51 Monthly  
\$105,334.92 - \$133,938.12 Annually

### POSITION DESCRIPTION:

Performs with considerable independence and within the framework of departmental policies and procedures under the general supervision of the Deputy Chief. Manages the Support Services Division staff and functions to provide reliable communications and records management services to Bothell Police Department (BPD) staff and the general public. Ensures 24/7 operations of the E911 Communications Center for the BPD and Lake Forest Park Police Department (LFPPD).

### EXAMPLES OF ESSENTIAL DUTIES:

*Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manages the Support Services Division through effective planning, staff management, and resource allocation; develops goals and priorities; monitors operations and service delivery procedures; assures activities are in compliance with all laws, policies, regulations, and goals.
- Supervises, manages, directs, coaches, mentors, develops, interviews, selects, evaluates performance, and disciplines assigned staff in the BPD public safety communications and the police records units; plans and prioritizes workload and assigns projects, tasks, and training; monitors operations and service delivery; provides leadership to assure that administrative and customer service needs are met.
- Meets regularly with staff to resolve workload and technical issues; provides direction and guidance in technical and procedural issues; assures that all Support Services issues are addressed and resolved.
- Develops strategic plans for long-term E911 Communications Center operations and participates in regional E911 meetings.
- Monitors communications center operations and assures the effective performance of BPD computer information and communications systems; develops training programs, technical support options, and solutions for technology and communications issues.
- Collects and reviews technical data and information; prepares and reviews special and recurring reports; assures the accuracy of the information, databases, and activity reports.
- Monitors records unit and assures that all reports and paperwork are completed in a timely manner; updates, corrects, retrieves, and releases information according to procedures.
- Monitors communications/dispatch center; assures that calls and messages requiring action by the emergency services departments are handled in accordance with City rules and regulations.
- Plans new technology implementation projects, and equipment repair and maintenance requirements; resolves technical problems, and develops plans for management and replacement of technology and communications resources; manages BPD radio systems and equipment.
- Researches and resolves citizen inquiries and complaints on dispatch, communications and records operations; reviews and processes weapons permit applications and firearms dealer's licenses.

- Acts as systems administrator for communications systems; creates local user accounts and sets system security and access protocols.
- Manages administrative activities including recruitment, budget, expenditures, and purchasing.
- Serves as the Accreditation Manager for the police department; coordinates and administers activities to establish and maintain certification; maintains accreditation files and procedures; and keeps abreast of the accreditation process.
- Supports the relationship between the City of Bothell and the constituent population by demonstrating courteous and cooperative behavior when interacting with clients, visitors, and City staff; promotes City goals and priorities in compliance with all policies and procedures.
- Maintains and enforces confidentiality of work-related issues, client records, and City information; monitors staff compliance to security procedures and privacy laws, policies, and guidelines; performs related duties as required or assigned.

## **MINIMUM QUALIFICATIONS:**

Education, Training and Experience Guidelines Bachelor's Degree in Criminal Justice, Business or Public Administration, or a related field; AND five (5) years of experience in public safety support services, including supervisory experience; OR an equivalent combination of education, training, and experience.

### Knowledge, Skills, and Abilities:

- Modern law enforcement principles, procedures, operations, and terminology
- Techniques for effective, efficient, and cost effective management of allocated resources.
- Operating principles for network systems, communications equipment, and software applications unique to law enforcement agencies.
- E911 communications center operations standards, policies, and procedures.
- Principles of record keeping and records management, and Uniform Crime Reporting procedures.
- Local and regional geography as it relates to interactions with neighboring communications centers, courts, and jails.
- Analyzing service issues, evaluating alternatives, and making recommendations based on findings.
- Understanding and applying BPD standards, policies, and applicable Federal rules and regulations including regulations governing the release of information from law enforcement agency records.
- Assessing and prioritizing multiple tasks, projects, and demands.
- Compiling technical information and reviewing and maintaining complex official records.
- Using initiative and independent judgment within established procedural guidelines.
- Assessing and prioritizing multiple tasks, projects, and demands.
- Handling multiple tasks simultaneously, under pressure, and in emergency and stressful situations.
- Operating a personal computer utilizing specialized software; and entering information into a computer system with speed and accuracy.
- Establishing and maintaining cooperative working relationships with all police department personnel, City employees, outside agency partners, and vendors.
- Communicating effectively verbally and in writing.

## **ADDITIONAL INFORMATION:**

### **LICENSE AND CERTIFICATION REQUIREMENTS**

Operator certification for the Washington State Patrol ACCESS (A Centralized Computer Enforcement Service System) is required within 6 months of hire. Washington State Criminal Justice Training Commission and National Incident Management System (NIMS) training certifications are also required, post-hire.

*Preferred:* A valid Washington State Driver's License. Two or more of the following certifications: ENP (Emergency Number Professional); CMCP (Center Manager Certification Program); RPL (Registered Public Safety Leader); CPE (Certified Public Safety Executive).

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

Work is predominately performed indoors in an office environment. Occasional driving to other locations and attendance at evening meetings may be required. The work requires sitting, talking and hearing; frequently requires the use of hands to fingers, handling writing instruments, computers and office supplies which require repetitive arm wrist and hand movement. Occasionally, requires standing and reaching with arms and hands, climbing,

stooping, kneeling, crouching, bending or crawling. May require occasional lifting not exceeding 50 pounds.

**ADDITIONAL REQUIREMENTS**

Successful completion of a polygraph, criminal record check and psychological exam is required.

**CLASSIFICATION SPECIFIC INFORMATION:**

Pay Range: Non-Rep 35  
FLSA Status: Exempt  
Benefits Group: Non-Rep