



CITY OF CHINO

Technical Services Manager

Definition:

Under the supervision of a Captain, performs complex professional work in a broad range of administrative, regulatory and support functions. Plans, organizes, and directs the operations of assigned civilian personnel within the Police Department. May troubleshoot problems related to the facility, fleet, radios and CAD/RMS. Serves as the Department's liaison to vendors, public agencies and City staff on matters relating to areas of responsibility; and, performs other duties as assigned.

Class Characteristics:

The Technical Services Manager performs both professional and hands-on work within the Police Department in overseeing the assigned areas of responsibility. This position requires specialized skills and knowledge in a variety of programs which may rotate based on the Department's needs.

Essential Functions:

- Plan, supervise, coordinate, and review the work of subordinate management and non-management civilian personnel.
- Evaluate existing programs for effectiveness and efficiency. Recommend improvement in service delivery methods and procedures.
- Oversee the maintenance, repair and upkeep of Police buildings, vehicles and equipment to ensure that all are presentable and in good working order.
- Consistently monitor the service levels of vendors and assigned personnel.
- Participate in the development and implementation of goals, objectives, and establishing priorities; recommend and implement adopted new policies and procedures.
- Direct, coordinate and review the work plan for assigned services and activities; assign work activities and projects; monitor workflow; review and evaluate work products, methods, and procedures.
- Allocate personnel and resources according to priorities.
- Communicate effectively with vendors, contractors, City staff, and other representatives to identify concerns and develop solutions.
- Serve as a project manager; assemble teams; and confer with staff in establishing a work plan. Assign tasks and identify resources required; establish project milestones; ensure project progresses on schedule, within prescribed budget; and adhering to quality control and completion date.
- Assess needs for new equipment, systems and programs for the Department; work with vendors in researching and selecting new products; and purchase products as authorized to do so.
- Prepare the annual budget and work program for assigned Department activities.
- Attend and participate in Department and public meetings; make presentations as necessary; and respond diplomatically to sensitive inquiries and concerns.

Technical Services Manager

- Supervise the preparation of, and prepare reports, recommendations and presentations for Command Staff, City staff, and other government and civic groups.
- Review and evaluate employee performance.
- Interact with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Maintain prompt and regular attendance.
- Perform all duties within the context of the Police Department's and City's Mission Statement and Organizational Values.

Qualifications:

Any combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. The incumbent will possess the most desirable combination of training, skills, and experience, as demonstrated in his/her past and current employment history. A typical example includes:

Education:

- High School Diploma or G.E.D. (required).
- College level course work in public administration or a related field (desirable).

Experience:

- Three years of increasingly responsible and relevant work experience.
- Three years of supervisory experience.

Thorough knowledge of:

- Contemporary management and leadership practices and principles.
- Data processing systems/applications.
- Interagency communications.
- Effective and impartial supervision techniques.

Working knowledge of:

- Office management.
- Principles of supervision.
- Current principles and practices applicable to civilian law enforcement functions.
- Law enforcement principles, practices, and techniques.
- Police administrative practices.
- Department and City rules and procedures.

Ability to:

- Plan and schedule work, set priorities, and monitor work progress.
- Research, prepare, and present complex reports.
- Select, train, supervise and evaluate employees.
- Communicate effectively, both orally and in writing.
- Make decisions regarding operational and personnel functions.
- Operate programs within allocated amounts.
- Deal tactfully and courteously with internal and external customers.

Technical Services Manager

- Respond to emergency and problem situations in an effective manner.
- Understand, explain, and apply policies and procedures.
- Analyze unusual situations and resolve them through application of management principles.
- Develop comprehensive plans to meet future Department needs.
- Represent the City and/or Department at a variety of meetings.
- Operate a computer and utilize a variety of software programs.
- Deal constructively with conflict and develop effective resolutions.
- Plan and maintain a balanced budget.
- Establish and maintain effective relationships with the community at-large, the City Council, public officials and other City employees.
- Handle confidential matters with discretion.
- Produce completed staff work within established deadlines.

Special Requirements:

- Possess a California Driver's License and a satisfactory driving record.
- Receive satisfactory results from a background investigation, a physical examination, which includes a drug screen, and an administrative review.

Physical Profile:

Category I; 4, 7, 12.

Link to description [here](#)

Employee Unit:

Unrepresented Management

Revised: 02/12/14

Replacing Technical Services Manager job description dated 08/16/12.

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