

# **CITY OF CHATTANOOGA**

## **Classification Specification Title: Police Information Center Mgr**

**Department: Police Services Center**

**Pay Grade: GS.11**

**Supervision Received From: Police Sergeant**

**FLSA Status: Exempt**

**Supervisory Responsibility For: Police Info Center Tech 1**

**Established: 6/29/07**

**Police Info Center Tech 2, Terminal Agency Coordinator,**

**Revision Dates: 4/17/25;**

**Admin Support Assistant 1**

**10/20/23; 6/26/23**

### **CLASSIFICATION SUMMARY:**

Performs administrative and technical work at the managerial level for the Information Center of the Police Department.

**SERIES LEVEL:** This is a stand-alone position.

### **ESSENTIAL FUNCTIONS:**

*(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)*

Manages the Police Department's Information Center; develops strategies to provide efficient and accurate reports to citizens, officers and other agencies; oversees the receipt of police records and reports to ensure quality of information and compliance with federal, state and departmental standards and regulations; supervises and leads all employees of the division, providing for documentation of individual performances, promotions, training, and development; attends various meetings, training sessions, and conferences; and performs other related duties.

### **DEPARTMENT SPECIFIC DUTIES (if any):**

Plan, prioritize, multi-task, assign, supervise, review and participate in the work of staff responsible for the daily operations and activities of law enforcement records management.

Establish schedules and methods for providing records management services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.

Participate in the development of policies and procedures; critical thinking and problem solving; monitor work activities to ensure compliance with established policies and procedures; make recommendations for changes and improvements to existing standards and procedures.

Recommends the implementation of goals and objectives; implement approved policies and procedures. Perform the more technical and complex tasks of the work unit including ensuring

compliance with applicable rules and regulations related to law enforcement records management.

Work independently; serve as departmental custodian of records; prepare declarations; respond to subpoenas for department records; appear in court on behalf of the department as required.

Retrieve and disseminate records information to department staff, officers, outside law enforcement agencies and the public by providing excellent customer service with courteous professionalism and maintaining confidentiality.

Participate in the selection of records staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Maintain Records Unit supplies. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of records management.

Works in conjunction with divisions with interviews and other projects, team player, organized, detailed oriented. Handle telephone calls and customer complaint issues by telephone and lobby (in person).

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

#### MINIMUM QUALIFICATIONS:

Any combination of training and experience equivalent to a Bachelor's degree in Criminal Justice, Public Administration, Business, Accounting or a related field and three (3) years of experience managing the data entry/customer service unit, preferably with 25 or more subordinates; or any combination of equivalent experience and education.

Preferred qualifications include: Managing a police service center; managing or supervising law enforcement support staff; and progressive experience involving police records and reports. Must acquire an NCIC Basic Query Certification from a state agency within the probationary period.

LICENSING AND CERTIFICATIONS: None

SUPPLEMENTAL INFORMATION:

PHYSICAL DEMANDS: Positions in this class typically require fingering, grasping, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT: Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

**SPECIAL REQUIREMENTS:**

Safety Sensitive: Y

Department of Transportation: CDL:N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.