



Police Support Services Manager CITY OF MILPITAS, CALIFORNIA

Welcome to Milpitas

Located at the southern tip of the San Francisco Bay, the City of Milpitas is a dynamic community that is an integral part of the high tech Silicon Valley. With a much diversified resident population of 75,521, Milpitas features quality schools, conveniently located neighborhood parks and shopping centers. The role of every employee is to be committed to accomplishing the community's vision by providing fiscally sound, superior services.

You will be joining a community of 339 professional employees as diverse as the city they support. We are privileged to have such a unique workforce and to foster an environment that encourages those differences. We believe in supporting our employees' abilities and desires for professional growth, to better support retention and commitment throughout all career stages. Milpitas employees are proud and know that their contributions make a difference to the community as well as to their own career. We encourage you to visit: <http://www.ci.milpitas.ca.gov/>

Recruitment Timeline:

This position is Open until Filled.
First Resume Review: 12/18/2017

The Milpitas Police Department is committed to the protection of lives and property by working with our community and providing professional and responsive police services. We value employees with high work ethics, integrity, and professionalism and we are dedicated to working with the citizens of Milpitas in order to make our neighborhoods a better place to live and work.

The Police Support Services Manager will play a pivotal role in leading the Milpitas Police Department's Communications Center and Records Unit. Under direction from a Police Captain, The Police Support Services Manager is a civilian managerial position responsible for managing the administrative division, developing policies, monitoring the department's budget and purchase activities, as well as evaluating operational efficiency and implementing improvements when necessary.

The Ideal Candidate

- An experienced leader with a proven track record of setting high standards and clear expectations, while holding staff accountable to such outcomes.
- Knowledge of principles and practices of emergency communications and record keeping with extensive experience working effectively in a public safety environment.
- The ability to have strong collaborative relationships with other managers and staff across the organization.

Education & Experience

- Bachelor of Arts degree in criminal justice, emergency management, or organizational leadership from an accredited college or university along with five years of recent, continuous, progressively responsible experience working in a municipal law enforcement setting, including three years at the mid-management/supervisory level, preferably in Public Safety Access Point (PSAP).

Knowledge of:

- Theory, techniques, principles and practices of emergency communications.
- Principles and procedures of record keeping.
- Law enforcement and fire service records management.
- Municipal budgeting practices.
- Principles of supervision, training, coaching, and performance evaluation.
- Leadership and personnel management.
- Public Safety Answering Point (PSAP) operations.
- Laws governing records retention and the California Public Records Act.
- Federal Communications Commission (FCC) and Department of Justice (DOJ) regulations.
- English usage, spelling, grammar, and punctuation.
- Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

- Plan, direct, organize, coordinate, and manage the work of a complex public safety organization.
- Make decisions at a high-level and be able to respond to technical failures.
- Research and procure equipment related to a PSAP and a municipal record keeping work group.
- Prepare clear and concise written and oral reports.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work cooperatively with other departments, City officials, and outside agencies.
- Effectively represent the City to the outside individuals and agencies to accomplish the goals and objectives of the unit.
- Communicate clearly both orally and in writing.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, City staff, or other agencies on sensitive issues in area of responsibility.
- Coordinate and direct activities of the emergency Communications Center and Records Unit.
- Plan, organize, and review the work of assigned personnel.
- Supervise, train, and evaluate assigned staff.
- Work various shifts including nights, weekends, and holidays, and be willing to adjust scheduled, as needed.

Compensation & Benefits**SALARY**

\$112,500 - \$157,500 annually

RETIREMENT

Membership in CalPERS (2% at 60 or 2% at 62 with three year average salary).

MEDICAL INSURANCE

Choice of CalPERS Medical Plans. City pays for coverage up to the Kaiser rate (currently \$1906.81/mo. for family)

DENTAL & VISION

City provides full family coverage for dental and vision at no cost to the employee.

LIFE INSURANCE

City provides \$50,000 term policy.

DEFERRED COMPENSATION

City contributes \$75 per month on the employee's behalf.

VACATION

Employees earn 16-36 days of vacation based on years of service.

ADMINISTRATIVE LEAVE

Employees receive 40 hours of management leave annually.

HOLIDAYS

Employees receive 12 paid holidays and one (1) floating holiday per year.

SICK LEAVE

Employees earn 12 days annually.

TUITION REIMBURSEMENT

Employees are eligible to receive up to \$ 1,400 per fiscal year in tuition reimbursement.

The City also offers a flexible benefits plan, employee assistance program, and other voluntary insurance

The Recruitment Process:

Submit application, resume, copies of required certificate (if applicable) on line at www.calopps.org or to the Human Resources Department, City of Milpitas, 455 E. Calaveras Blvd., Milpitas, CA 95035, (408) 586-3090.

