



**Administrative Support Manager**

Department:	<b>Marshal's Office</b>	Revised Date:	<b>January 2020</b>
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**GENERAL PURPOSE:** Manages the agency's Public Safety Answering Point (PSAP) and the 911 system, Spillman (rms), digital evidence equipment and network; analyzes and recommends the need for new or updated systems and applications; oversees the development, implementation and delivery of upgrades, updates and procedures; develops training materials and programs and oversees ongoing training of staff on operations, management and coordination of the PSAP. Acts as the Marshal's representative on local, regional, statewide and national initiatives regarding 911.

**PRIMARY DUTIES AND RESPONSIBILITIES:**

*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.*

- Represents the Town Marshal in administrative matters upon request.
- Prepares and maintains confidential reports and records.
- Manages, through subordinate supervisors, and directs staff activities to provide timely services to other work units throughout the Department and ensure efficient daily operation of the work unit and accountability and adherence to applicable laws, policies and procedures.
- Interprets and disseminates information (e.g., time and activity, overtime, leave policies, statutes, laws, administrative rules, general policies and procedures, etc.).
- Supervises the personnel of the work unit, which includes: interviewing prospective employees; providing and/or recommending training; coordinating, scheduling and assigning work product;
- Performs various budgetary functions of the work unit including: monitoring, and analyzing the operating budget for assigned programs (e.g., state appropriations, federal grants and RICO monies); projecting future billings; monitoring and approving expenditures of funds; directing the payment of invoices; supervising the processing of purchase requisitions and purchase orders; managing open purchase orders; and auditing various accounts to ensure accuracy and compliance in the handling and use of funds.
- Recommends changes and improvements to management regarding program policies and issues to improve productivity.
- Conducts needs assessment of user requirements to determine current and future needs (e.g., for updated equipment, programs, etc.) and develop and/or revise programs specific to assigned work unit.
- Prepares various reports (e.g., monthly activity, budgetary, financial, statistical, etc.) to provide accurate information, to make projections and recommendations, and to identify trends.
- Manages contracts to secure services and goods for assigned service. Reviews and oversees contracts, agreements, and/or leases to ensure compliance of contract and accuracy of figures.
- Recommends purchases and capital improvements to continue operation of assigned service. Manages cost options to purchase necessary supplies and equipment at most cost-effective price.

**MANAGERIAL RESPONSIBILITIES**

Manages Law Enforcement Support Services

**MINIMUM QUALIFICATIONS**

**Education and Experience:**

Associates Degree in Business or related field; AND 5 years office support and 5 years Law Enforcement computer system; OR an equivalent combination of education and experience. Knowledge of Law Enforcement dispatch is preferred.

**Required Licenses or Certifications:**

- Must possess State of Arizona Driver's license.
- TOC Certifications (within one year of Hire)
- Spillman SAA Certification (with in one year of Hire)
- Additional technical certifications and training may be required for some incumbents in this job class.

**PREFERRED QUALIFICATIONS**

**Knowledge of:**

- Town policies and procedures.
- Policies, procedures, regulations, operations, and services of the assigned Department.
- Office administration processes and procedures, including accounting, budgeting and purchasing.
- Spillman CAD RMS
- PSAP
- Digital Evidence Systems

**Skill in:**

- Using initiative and independent judgment within established procedural guidelines.
- Interpreting a variety of technical instructions and program requirements.
- Assessing and prioritizing multiple tasks, projects and demand.
- Preparing and writing reports and business correspondence.
- Operating standard office equipment, and a personal computer utilizing standard software.
- research, gather, manipulate, analyze and evaluate information and statistics.
- Providing effective customer service and dealing tactfully and courteously with the public.
- Communicating clearly and concisely, both verbally and in writing.
- develop, manage and monitor a budget

**Physical Demands / Work Environment:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This classification involves work that requires:

- Work is performed in a standard office environment, with normal office noise.
- Physical demands may include sitting for extended periods of time and typing.
- Employee is regularly required to talk or hear. The employee is frequently required to sit; stand; walk; use hands to finger, handle or feel; and reach with hands and arms.
- Employee must occasionally lift and move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the Town and requirements of the job may change.*

**FLSA:** Exempt

**Salary Range:** 76