CITY OF AMES
invites applications for the position of:
Police Support Services Manager
An Equal Opportunity Employer

SALARY: $80,796.77 - $122,477.06 Annually

OPENING DATE: 02/14/20

CLOSING DATE: 03/06/20 05:00 PM

GENERAL INFORMATION:
The City of Ames is conducting an open recruitment to fill this position within the Ames Police Department. In order to be considered for this position, all applicants must submit their online application by the deadline listed on this posting.

Under the general supervision of the Police Chief, this position manages and supervises assigned Police Department support functions such as information and records management; program development and evaluation; emergency communications; computer services; departmental budget; grants and contracts; and special projects. Coordinates initiatives and represents the Police Department's interest in activities with external agencies involved in community safety. This position is also a member of the Police administration team. Performs related work as required.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS:
Acts in accordance with the City's mission and values, and the policies and procedures of the Police Department to provide leadership in strategic planning, decision-making, and departmental research and evaluation activities.

General Supervision:
Leads and directs assigned police functions such as computer services and information management systems. Supervises other supervisors and staff in Records and Emergency Communications. Provides general direction to emergency medical dispatch, Animal Shelter, Parking Division, legal process and the processing and maintenance of police records.

Financial Management:
Directs and manages the development, presentation and implementation of the department's annual budget. Oversees all aspects of the department's financial activities. Manages forfeitures, grants and contracts, budget analysis, safety programs, victim advocacy services, and community outreach.

Project Management/Team Development:
Provides expertise and leadership in the development, management, coordination, and implementation of larger departmental projects. Conceptualizes, leads and participates in coalitions with both internal departments and external organizations related to community safety. Acts as liaison representing the department and city interests, and works to build favorable consensus among various entities, including Story County 911, StoryComm, and Story County Multiagency Public Safety Group. Serves as a liaison with state and federal law enforcement funding agencies.

Emergency and Event Management:
Serves as part of the police administration team planning, overseeing, and managing large scale events or city emergencies.

Other Job Functions: May be assigned to assist with police activities.

Each employee is expected to continually strive to bring shared values to life through our Excellence Through People organizational culture. ETP values include: committing to continuous improvement, inspiring creativity and innovation, being customer driven, making data-driven decisions, championing employee involvement, striving for excellence, having fiscal stewardship, acting with honesty and integrity, exhibiting leadership, choosing a positive attitude, respecting one another, promoting safety and wellness, and cultivating teamwork. For leaders, this includes creating a work culture that brings these values to life.
For all employees, this includes maintaining a Total City Perspective. The purpose of ETP is to deliver exceptional services to the public at the best price, and for employees to experience an enjoyable and stimulating work environment.

**QUALIFICATIONS:**

Education and Experience: Bachelor's degree in sociology, business, or other related field, is required; four (4) years experience working closely with the support functions of a public service agency in areas such as program planning and evaluation, statistical methods, social problems, communication, and grant writing, including time managing other employees at all levels are also required. Other equivalent combinations of education and experience may also be considered. Knowledge of law enforcement agencies and policy development, experience in a values driven organization, and demonstrated effectiveness in team building are all preferred, but not required.

Licenses and Certification: Valid driver's license. If candidate possesses an out of state driver's license, they must be able to obtain an Iowa driver's license within 30 days of employment.

Knowledge, Skills, and Abilities: Comprehensive knowledge of the modern principles, practices, and operating methods of a public service organization including staffing, financing/budgeting, records and reports management, and equipment management and maintenance. Comprehensive knowledge of grant writing procedures and reports. Comprehensive knowledge and program planning, research, and evaluation. Knowledge of the resources and research literature regarding successful change strategies for communities and other population groups. Knowledge of modern principals and methods of leadership and supervision. Knowledge of criminal law, constitutional law, federal/state mandates and municipal rules and regulations.

Extensive skill in the collection, analysis, and interpretation of data. Extensive skill in influencing individuals and groups to gain consensus and result positive outcomes. Skills in management, supervision, writing and public speaking. Skill in pubic relations and marketing. Skill in needs assessment, and program planning and evaluation.

Extensive ability to establish and maintain effective relationships and coalitions/teams with subordinates, other City officials, citizens, community groups (including the University), and state and federal agencies. Extensive ability to negotiate with, and build consensus among diverse agencies. Extensive ability to represent the City of Ames and the Police Department in a manner that will result in positive effects. Considerable ability to effectively conceptualize, understand, interpret and synthesize data and information in order to make appropriate recommendations. Extensive ability to communicate in an effective manner both orally and in writing including the ability to communicate complex information and concepts in terms easily understood by lay persons.

**SUPPLEMENTAL INFORMATION:**

Required Physical Activities: Finger dexterity, repetitive motions, talking, hearing, stooping, kneeling, crouching, reaching, and standing.

Physical Characteristics of Work: Work is primarily sedentary and may require the exertion of up to 50 pounds of force occasionally to move objects.

Vision Requirements: The minimum for use with those whose work deals largely with preparing and analyzing data and figures, accounting, computer terminal and/or extensive reading

Environmental Conditions: The work is typically performed inside.

Equipment Used to Perform Essential Functions: Computer keyboard, monitor and printer. General office equipment such as copy machine, files, and writing instruments. Communications equipment including telephone and multi-channel police radio. A variety of printed materials, including municipal and state codes, professional publications, personnel policies, standard forms, research publications maps and other reference material.

**Selection Process:**

The selection process consists of an evaluation of education and experience and review of supplemental questions from application; phone interview; hiring assessment; on-site interview, which will include a written exercise, meet and greet with staff, and Chief of Police interview; an extensive law enforcement background investigation (including criminal history, sex offender registry check, financial and employment verification, and MVR); and physical exam (including a drug test). All candidates will be notified by email of their application status.
**Preference may be given to applicants possessing qualifications above the minimum.**

Depending on the number of qualified candidates, the City may forego phone interviews.

**E-Verify Process:**
The City of Ames participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered a position with the City of Ames must complete Section 1 of Form I-9 along with the required proof of their right to work in the United States and proof of their identity on their first day of employment. Please be prepared to provide required documents on your first day of employment. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 515-239-5199 or go to the US Citizenship and Immigration Services web page at: http://www.uscis.gov.

NOTE: Persons with disabilities must submit requests for ADA testing accommodations to the Human Resources Department prior to the application deadline.

The City of Ames is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, age, religion, sex, sexual orientation, gender identity, genetic information, ancestry, national origin, marital status, disability, or protected veteran status and will not be discriminated against. Inquiries can be directed to the Human Resources Department at 515-239-5199.

APPLICATIONS MUST BE FILED ONLINE AT:
http://www.cityofames.org/jobs

OUR OFFICE IS LOCATED AT:
515 Clark Ave
Ames, IA 50010
515-239-5199
hr@cityofames.org

An Equal Opportunity Employer
Police Support Services Manager Supplemental Questionnaire

* 1. For any of the following questions, should you need more space for your written responses, please attach a separate document to your application with your full responses. I acknowledge that if I do not provide written responses to the following questions, my application will be considered incomplete.
   ☐ Yes  ☐ No

* 2. Describe your role in organizational strategic planning.

* 3. Describe your experience in customer service and outreach initiatives. Also provide more than one example of your involvement in innovative programs in these areas.

* 4. Describe your experience in budget development and financial management. Provide more than one example of problem solving in these areas.

* 5. Describe your role in grant management. Provide more than one example of the grants you have written and/or managed.

* 6. Describe your experience in team building and team problem solving.

* 7. Describe your role in technology management. Provide more than one example of your involvement with public service software, computer systems and records management.

* 8. Provide more than one example of any special initiatives, programs or improvements you have been involved with in the public service area relevant to this position, such as employee wellness, marketing, public relations, dispatch communications, performance evaluations, fiscal management, neighborhood coalition building, parking systems or capital improvement programs.

* 9. Describe your leadership style.

* Required Question