

**TOWN OF COLCHESTER
JOB DESCRIPTION**

Position: Support Services Manager

Reports to: Chief of Police

Department: Police

Classification: Exempt

Created: November 2023

Job Function: Under the direction of the Chief of Police, the Support Services Manager is a civilian (non-sworn) member of the Colchester Police Department (CPD) Command Staff, who is responsible for the management and operation of Public Safety Dispatch, Police Records and other managerial functions of the department, as assigned.

Essential Functions:

- Manages all operational aspects of the Public Safety Dispatch (PSD) and Police Records (PR) functions, including direct oversight of six Communication Specialists and two Records Clerks.
- Management of Staff Members in PSD and PR job functions includes, but is not limited to hiring performance evaluation, mentoring and counseling, identifying training and professional development opportunities and corrective action plans and/or disciplinary action and terminations consistent with State and Federal Law, the Town Charter and Town practices and procedures, as they may exist from time to time.
- Serves as first point-of-escalation for external concerns relating to PSD and PR.
- Supplements Essential Job Functions of Communications Specialists and Records Clerks, as workflow dictates.
- Establishes and assigns work schedules that ensure adequate coverage during peak hours of operation. Reviews, assesses and approves/denies staff requests for scheduled time off, based on departmental needs.
- Maintenance of CPD's social media pages.
- Provides administrative support to CPD Command Staff, as required.
- Attends CPD, Town and applicable Board Meetings, as required.
- Administers Collective Bargaining Agreement for applicable staff as the Manager directly overseeing employees subject to said agreement.
- Performs other duties as required.

Qualifications/Basic Job Requirements:

- Associates degree in criminal justice, psychology, business or related field and at least three years of experience managing staff, preferably in law enforcement or a related emergency services field. Any combination of training, education and experience that demonstrates the required knowledge, skills and abilities may be considered qualifying.
- Certified National Crime Information Center (NCIC) terminal operator preferred. Ability to obtain certification, via Town-provided training, within six months of hire required.

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- Must successfully complete application, interview panel, and background investigation. Felonies, certain misdemeanors, and crimes involving violence may be disqualifiers.
- Proficiency in Microsoft Outlook, Word, Excel. Experience with law enforcement software, such as OpenFox, CAD/RMS desirable.
- Demonstrated ability to maintain strict confidentiality and exercise tact & discretion in carrying out all job functions.
- Ability to communicate effectively both orally and in writing.
- Must be able to establish and maintain positive and constructive relations with his or her subordinates, law enforcement officers, Town and CPD leadership, other Town Staff Members and the general public.
- Must be able to appropriately deal with stress such that it does not interfere with his/her performing his/her job duties.
- May require occasional availability on evenings, weekends, and holidays.

Physical Requirements:

These are physical and mental requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental requirements will not automatically disqualify a candidate or employee from the position. Upon request for a reasonable accommodation, the organization may be able to adjust or excuse one or more of these requirements, depending on the requirement, the essential functions to which it relates, and the proposed accommodation.

<input checked="" type="checkbox"/> Seeing	<input checked="" type="checkbox"/> Ability to Move Distances	<input type="checkbox"/> Lifting (specify)
<input checked="" type="checkbox"/> Color Perception	Within and Between	40+ Pounds
<input checked="" type="checkbox"/> Hearing/Listening	Facilities/Offices	<input type="checkbox"/> Carrying (specify)
<input checked="" type="checkbox"/> Clear Speech	<input type="checkbox"/> Climbing	40+ Pounds
<input checked="" type="checkbox"/> Touching	<input type="checkbox"/> Ability to Mount and	<input type="checkbox"/> Driving (local/over
	Dismount Equipment	the road)
<input checked="" type="checkbox"/> Dexterity	<input checked="" type="checkbox"/> Hand	<input type="checkbox"/> Pushing/Pulling
<input checked="" type="checkbox"/> Finger	<input checked="" type="checkbox"/> Typing	
<input checked="" type="checkbox"/> Standing		
<input checked="" type="checkbox"/> Sitting		

Mental Reasoning Requirements:

<input checked="" type="checkbox"/> Reading - Simple	<input checked="" type="checkbox"/> Writing-Complex	<input checked="" type="checkbox"/> Analysis/Comprehension
<input checked="" type="checkbox"/> Reading – Complex	<input checked="" type="checkbox"/> Clerical	<input checked="" type="checkbox"/> Judgment/Decision Making
<input checked="" type="checkbox"/> Writing – Simple	<input checked="" type="checkbox"/> Basic Math Skills	<input checked="" type="checkbox"/> Stress

Work Environment:

<input type="checkbox"/> Shift Work	<input type="checkbox"/> Outside	<input type="checkbox"/> Pressurized Equipment
<input checked="" type="checkbox"/> Works Alone	<input type="checkbox"/> Extreme Heat	<input type="checkbox"/> Moving Objects
<input checked="" type="checkbox"/> Works with Others	<input type="checkbox"/> Extreme Cold	<input type="checkbox"/> High Places

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Verbal Contact w/Others Noise Fumes/Odors
 Face-to-Face Contact Mechanical Equipment Hazardous Materials
 Inside Electrical Equipment Dirt Dust

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel to be classified. Nothing in this job description should be construed as a promise of employment at a particular level or for any particular time frame. This position is an “at will” position. The Town of Colchester reserves the right to determine, in its sole discretion, which functions are performed by which employees and to make changes to functions or responsibilities at any time, with notice to employees of such changes.

Approvals:

Department Head: _____ **Date:** _____

Human Resources: _____ **Date:** _____