

SERVICE DESK MANAGER

NATURE OF WORK

This is supervisory and administrative work directing and coordinating the operations and personnel for all shifts within the Service Desk/Channel Two area. This is a civilian position.

Work involves directing and supervising the activities of subordinate personnel; coordinating and analyzing work methods; and preparing the initial section budget request. Supervision is received from the Assistant Chief of the Administrative Support Division and reviewed in the form of reports, conferences and results achieved. Supervision is exercised over Service Desk Supervisors and Public Service Officers assigned to the Service Desk/Channel Two area.

EXAMPLES OF WORK PERFORMED

Monitors Service Desk records keeping system for audit compliance checks (warrants, protection orders and LETS messages).

Coordinates building maintenance and security activities with Department administration and the Building Commission.

Develops and implements performance objectives to achieve more efficient use of time, staff and available resources.

Prepares initial budget requests and monitors budget expenditures.

Serves as department liaison to the public and media regarding the activities of the Service Desk.

Schedules, directs and evaluates the work of subordinate personnel to ensure that the Service Desk is maintained according to established guidelines.

Maintains current information in SOP manual to meet department, unit and accreditation standards.

Performs related work as required.

DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS

Thorough knowledge of managerial principles, practices and techniques as they apply to the operation of a service desk in a law enforcement environment.

Thorough knowledge of organizational and administrative policies and procedures.

Thorough knowledge of the geography of the city.

Ability to plan, organize and assign the work of subordinate employees.

Ability to prepare budget requests and monitor budgetary expenditures.

Ability to establish and maintain effective working relationships with co-workers, subordinates and the general public.

Ability to communicate effectively both orally and in writing.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four year college or university with major course work in public or business administration or related field plus considerable experience in a responsible administrative or supervisory capacity in the operation of a service desk in a law enforcement capacity.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year college or university with major course work in public or business administration or related field plus experience in a responsible administrative or supervisory capacity; or any equivalent combination of training and experience which provides the desirable knowledges, abilities and skills.

Approved by: _____
Department Head

Personnel Director

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