The University of Maine Job Description

# Title: Administrative Services Manager

**Department: Police Department**

**Reports to: Chief of Police**

**Date: April 2022**

**Purpose:** This Student and University Life professional has the primary responsibility of establishing a professional development plan for every employee in the department, including identifying necessary training, arranging for that training and keeping records of all training. This position is also responsible for acting as the department's liaison to the Maine Criminal Justice Academy, establishing relationships with key people, staying apprised of new policy mandates, and arranging for Academy training for Police Officers. This position has oversight on the Department Field Training program for Police Officers, Communication Operators, and Security Guards.

This position is responsible for the administrative, management, and planning and coordination duties associated with the accreditation process for the Department. This includes drafting and maintaining department policy, collecting of proofs for accreditations standards, and coordinating and sometimes conducting staff inspections. This position also conducts research activities and completes special projects at the direction of the Chief of Police.

This position oversees the Communication and Security Divisions and has shared responsibilities for ensuring the relevance, professional appearance and accuracy of all department written and technology-based publications, consistent with the department's mission, division mission and university goals.

# Essential Duties/Responsibilities:

* Conduct assessments of all training needs, identify training sources, and make recommendations to the Chief of Police.
* Communicate on a regular basis with the Chief of Police about plans, progress, accomplishments, and issues of concern.
* Maintain and manage computer and training records, including certificates of completion, relative to each employee.
* Act as System Administrator for the SHIELD software system.
* Establish a professional development plan for each employee and monitor the progress of those plans.
* Schedule training in conjunction with office staff and supervisors.
* Register employees for specific training.
* Regularly review, update, and maintain department policies and procedures, in conjunction with the Chief of Police and division supervisors.
* Assist in the development and ongoing revisions of critical incident response procedures.
* Establish and maintain relationships with Maine Criminal Justice Academy personnel. Maintain awareness of training mandates and provide documentation to the Academy as required. Assign and monitor web based training available on the Maine Criminal Justice Academy website.
* Attend District 5 Training Council meetings and post training opportunities in the police offices on campus.
* Attend training and conferences as needed to maintain up-to-date knowledge of topics and information.
* Provide in-house instruction when necessary.
* Collect feedback from instructors, as applicable, to help determine areas of deficiency and identify the need for more training and attention to raise the level of proficiency to acceptable standards.
* Prepare an annual training report for the Chief of Police.
* Establish and maintain a training resource library.
* Utilize coaching and mentoring methods that provide an environment that is anticipatory, supportive, and encourages feedback on performance.
* Commit to organizational improvement by identifying opportunities to improve and recommending possible alternatives for a situation.
* Develop and maintain professional relationships that reflect courtesy, civility, and mutual respect.
* Conduct research on various topics as needed and perform other duties as assigned by the Chief of Police.
* Conduct threat assessments when needed in reference to students and employees of concern.
* Maintain role of Operations Section Leader for Emergency Operations Section.

# Knowledge/Skill Qualifications:

**Required:**

* Typically has the education associated with a Bachelor’s Degree and 5-7 years of law enforcement experience or an equivalent combination of education and experience.
* State of Maine Law Enforcement Officer Certification.
* Methods of Instruction certification (must obtain within one year of hire).
* Law enforcement supervisory experience.
* Experience and knowledge in emergency management operation and response.
* Possesses an attitude that fosters a respectful, non-threatening workplace environment. Proven strong interpersonal skills.
* Demonstrated excellent written and verbal communication skills.
* Exceptional organizational skills with attention to detail required.
* Self-motivated, with experience prioritizing assignments.
* Proficiency in computer applications and knowledge of law enforcement database and software programs.
* Valid Maine Driver's license.

**Preferred:**

* Additional instructor certifications.

**Supervisory Responsibilities**: This position is responsible for supervising the Communications and Security Divisions. Provides work orientation and training for approximately 25 indirect reports and two direct reports in the department and is responsible for any other supervisory responsibilities assigned by the Chief to include details and special events.

**Work Environment**: Job duties are subject to continuing influence by change and must be modified to meet on-going changes in a variety of venues. In addition, most technological equipment and support are changing. Missions and functions of various parts of the University also change, which can affect the needs of students, faculty, staff and visitors. Some aspects of the position are predictable; others are more difficult to anticipate. This position is subject to on call status. Daily functions will dictate uniform of the day.

**Work Year**: Full-time, fiscal year.

**Work Schedule**: The normal work schedule for this position is Monday through Friday 8:00 am to 4:30 pm. In consultation with the Chief, adjustments in the work schedule may be made in order to meet the requirements of the position and may vary!

**Position Type**: On-going, base-budgeted.

**Schedule for Evaluation**: In accordance with UMPSA agreement.

# Job Family/Salary Grade: 02/05

Appropriate background checks are required. This position requires successful completion of criminal, driver’s license, psychological, polygraph and pre-employment physical background checks

All UMS employees are required to comply with applicable policies and procedures, as well as to complete applicable workplace related screenings, and required employee trainings, such as Information Security, Safety Training, Workplace Violence, and Sexual Harassment.