University of Maine

Job Description

**TITLE:**  Police Support Services Manager

**DEPARTMENT**: Police Department

**DATE:** June 14, 2022

**REPORTS TO:** Chief of Police

**Purpose**:

This position assists the Chief of Police in tabulating, coding and reporting of crimes that occur on the University of Maine campus for purposes of Federal, State and Clery Act requirements.

This position assists the Campus community by serving on the Security Committee and is the Department coordinator for the on campus camera system for installation and operation.

This position will be responsible for installing and updating computer programs used by the Police Department employees to insure they are safe and secure.

This position will be responsible for the updating of Social Media and the Department website.

This position is critical to the success of UMaine Police in insuring the safety of the community through the use of community policing best practices.

**ESSENTIAL DUTIES/RESPONSIBILITIES:**

* Perform monthly Clery Audit of police reports.
* Responsible for department’s social media presence, including the UMaine Police website, Facebook and Twitter.
* Develop, implement, and maintain reporting forms and training for UMaine employees to assure quality control of reports in compliance with required programs.
* Develop, implement, and maintain street and building address lists and accomplish liaison with local and county IT personnel to insure Quality Assurance for computer programs.
* Clery campus safety survey administrator, including notifying campus security authorities of their duty to report and online training.
* Oversee and directly participate as needed in the development of GIS maps of the University of Maine campus such that they are compatible with the Regional Law Enforcement Computer System. Provide information, in various formats, to be used by the Emergency Management Workgroup and the Emergency Operations Center. Performed as needed.
* Develop and implement analytical reports to provide measures of Community Policing activities, to identify current and developing trends in criminal activity and to provide direction in how to most effectively address these issues.
* Serve as the Local Area Network Manager for the Police Department, insuring the availability of external data networks and computers that are needed for functioning of UM Police Department so that it can accomplish its responsibilities.
* Local agency liaison with agencies mandating crime reporting.
* Maintain premises information with UMaine building floor plans and pictures.
* Troubleshoot computers and mobile terminals to insure proper operation.
* Webmaster for the UMPD website.
* Manage UMaine Police anonymous reporting system.
* Serve on Campus Security Committee and EOC Working Group.
* Coordinate with Auxiliary Services on maintenance and management of the campus video system.
* Collect data from reports to perform crime analysis.
* Works with patrol supervisor to develop new and innovative campus crime prevention programs and messaging.
* Collaborate with marketing and communications on campus safety messaging system administrator.
* Act as liaison with UMaine System IT Department.
* Black Bear Safe Application administrator.
* Develop and maintain professional relationships that reflect courtesy, civility, and mutual respect.
* Build productive relationships with internal and external constituencies.
* Utilizes coaching and mentoring methods which provide an environment that is anticipatory, supportive, and encourages constructive feedback on performance.
* Commits to organizational improvement by identifying opportunities to improve, and recommending possible alternatives for a situation.
* Perform other reasonably related duties as assigned.

**Knowledge & Skill Qualifications:**

**Required:**

* A four-year degree in computer sciences or a related field to include statistics, sociology, education, business, psychology and criminal justice or an equivalent combination of education and experience with the Uniform Crime Reporting System, the National Incident-Based Reporting System and the Clery Act requirements.
* Demonstrated successful supervisory experience.
* Demonstrated familiarity with current Microsoft operating systems as well as with ARC GIS, all Microsoft business software, Cloud Storage, Active Directory and computer programing.
* Excellent Communication skills, both written and oral.

**Preferred:**

* Additional specialized training
* Ability to lift up to 35 pounds as personal computers are worked on and exchanged.

**Supervisory Responsibility:** The incumbent may supervise student employees as available to the department.

**Work Environment:** Most of the work done will happen in Police Department facilities Monday through Friday. This position is required to be on call, unless the incumbent is in an approved leave status. This would be in the event of a major incident on campus.

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

**Work Schedule:** Normal University of Maine business hours are Monday through Friday 8:00 a.m. to 4:30 p.m. Due to the nature of the position, work beyond regular hours (to include evenings and weekends) will be necessary to meet the requirements of the position. The employee shall establish regular office hours and in consultation with the supervisor, adjust the work schedule as appropriate.

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

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

**Job Family/Salary Band:** 01/05

Appropriate background checks are required.

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.