



## MANAGER OF ACCREDITATION AND SUPPORT SERVICES

JC: 000081

BU: BPMA

PB: CM

FLSA: Exempt

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

Under direction, manages and oversees the operations and activities of the District's Police Department's accreditation program and police support services, which includes budget, compensation and administrative services; oversees communication and dissemination of all correspondences with the Commission on Accreditation for Law Enforcement Agencies (CALEA) including disseminating directives, procuring and reviewing documentations to ensure the highest level of CALEA compliance; serves as a liaison to the Human Resources Department in various administrative purposes; provides highly responsible and complex administrative support to the Police Chief; performs related duties as assigned.

### **CLASS CHARACTERISTICS**

This police civilian classification is a second-level manager classification over sworn and civilian police personnel who have been assigned to police support or accreditation services. The incumbent is responsible for managing and overseeing the work of subordinate supervisors and professionals in order to accomplish departmental goals and objectives. Classifications at this level provides technical, analytical and administrative tasks in support of the department's goals and objectives. This classification is distinguished from other civilian police classifications by the management responsibilities and oversight of the District's Police Department accreditation and support services programs.

### **REPORTS TO**

Police Lieutenant or designee

**EXAMPLES OF DUTIES** – *Duties may include, but are not limited to, the following:*

1. Manages and oversees the operations and activities of the District's Police Department accreditation program and police support services involved in police records management, administrative services programs and other police support activities within the Police Department, including, but not limited to: department property management, budget analysis, service contracts, procurement, traffic citations, signage, parking enforcement, warrants, vehicle-fleet maintenance, accounts payable and receivable, crime analysis, and related sworn and non-sworn police support services.
2. Serve as an expert in the area of CALEA Accreditation reviews and responds to a wide variety of complex and technical issues related to departmental practices; ensures compliance with CALEA standards and the accreditation process; interprets CALEA standards and assesses the standards applicable to agency directives.

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3. Coordinates a wide variety of complex and technical issues concerning department practices and how they relate and comply with CALEA standards and the accreditation process.
4. Oversees the coordination of the department's budget; monitors budget expenditures and other fiscal responsibilities of the assigned sections; determines needed resources and assists in the development and monitoring of the annual budget.
5. Manages, reviews and evaluates the work performed by lower level staff and administers and documents disciplinary actions as required; approves leave requests and adjusts schedules to ensure adequate coverage.
6. Provides administrative and technical assistance to police managers and other departments within and outside the District.
7. Serves as liaison for the Police Department with other divisions, departments and outside agencies; responds to inquiries from other agencies and the public regarding work activities and procedures.
8. Stays abreast of current law enforcement trends and the accreditation process, including proposed changes or amendments to the standards, transition policies or process changes. Evaluate the impact of these changes in the agency.
9. Develops, modifies and maintain the department's policy and procedure manuals and confirm compliance with CALEA standards.
10. Provides accreditation training to agency personnel and on a regular basis reports on the progress of the Department's accreditation efforts.
11. Assist in developing BART Police Department's relationship with the community.
12. Use office and proprietary software for research, data management, word Processing, reports and communication.
13. Other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Applicable Federal, State and local laws, rules and regulations pertaining to local government operations
- Statistical analysis and forecasting techniques
- Law enforcement accreditation standards
- Principles and practices of law enforcement accreditation processes
- California Peace Officer Standards on Training (POST) process
- Principles and practices of program development and administration
- Principles and practices of project management
- Principles and practices of organizational development, management and leadership training
- Principles and practices of training program development

**Skill/Ability in:**

- Understanding and interpreting CALEA standards and assessing how these standards apply to agency directives for purposes of CALEA compliance
- Speaking effectively in a public setting
- Supervising and coordinating assigned human resources programs
- Selecting, supervising, training and evaluating staff
- Applying practices, theories, techniques and management methodologies to assigned area
- Interpreting and applying department policies and procedures
- Analyzing complex problems, identifying alternative solutions, making recommendations
- Designing and developing supervisory and management training programs
- Preparing clear and concise reports and documentation
- Communicating clearly and concisely, both orally and in writing
- Establishing and maintaining effective working relationships with those contacted in the course of work

**MINIMUM QUALIFICATIONS**

**Education:**

Possession of a bachelor's degree in Criminal Justice, Psychology, Public Administration or a closely related field from an accredited college or university.

**Experience:**

The equivalent of five (5) years of full-time verifiable professional experience in Law Enforcement which must include two (2) years of supervisory experience.

**Other Requirements:**

Able to work evenings and weekends as assigned.

**Substitution:**

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A college degree is preferred.

**WORKING CONDITIONS**

**Environmental Conditions:**

Office environment; exposure to computer screens; field environment; construction site environment; exposure to heat, cold, moving vehicles, electrical energy and inclement weather conditions.

**Physical Conditions:**

Requires maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

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**BART EEO-1 Job Group:** 0500 – Executives/Managers  
**Census Code:** 0430 – Miscellaneous Managers  
**Safety Sensitive:** No

**CLASSIFICATION HISTORY**

**Created :** June 2014  
**Revised:** September 2020  
**Updated :**