



Title: Police Office Manager

Department: Police Department

Nature of work: The Office Manager is responsible for managing the overall administrative operations for the Chief's office in the Police Department. Supervision of all Police Clerks, including but not limited to training, coaching, discipline, and performance evaluations. Performs a variety of complex, confidential administrative support that requires coordination and judgement skills. Responsibilities include a variety of roles, including managing payroll submission and bookkeeping within a framework of rules, regulations, and policies. Duties and responsibilities include complex procedures and understanding of Vermont Statutes and Town Ordinances. Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the Town's and Department's values. Employees are expected to lead by example and demonstrate the highest level of ethics.

Work Schedule:

Monday – Friday; 37.5 hours per week (7:30 am - 3:30 pm or as approved by Chief). May be required to work overtime when emergencies occur, often without notice.

Contracted Hourly Rates: FY'25 \$51,226.50 – \$57,622.50

Title of Immediate Supervisor: Receives supervision directly from the Police Chief, Police Captain or their designee while exercising independent judgment in the daily routine of the department.

Title(s) of Position(s) Direct Supervision Exercised: Exercising discretion and independent judgment supervision over the Police Clerks.

Essential Job Functions, Duties, Responsibilities and Tasks:

Supervising staff: Establish and maintain effective working relationships. Knowledge and experience of leadership techniques, principles and procedures to assign work, schedule, supervise, train, coach and evaluate their work. Taking on Clerk duties as needed.

Ensuring compliance: Making sure policies, procedures, and standards are followed.

Training: Identifying staff training needs and communicating the needs.

Communicating: Keeping management informed of issues effectively and professionally, verbally and in writing.

Apply appropriate techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.

Maintains records and files and may perform associated office support duties.

Coordinate and manage department grants for approval and submission.

Prepare the payroll for the department and process the department's bills, including but not limited to Alarm billing/invoices.

Equipment: Overseeing maintenance and replacement of all equipment used by the Clerks to ensure it stays in operation.

Non-Essential Duties and Tasks: *The responsibilities and duties listed above are examples of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

Key Competencies:

We will consider any combination of relevant work experience, volunteering, education, and transferable skills as qualifying, unless specifically stated as required.

- Command Skills – skill at leading, encouraging tough debate but able to move on, taking on tough issues and challenges while working through them effectively.
- Management – knowledge of principles of employee supervision, leadership techniques, and coordination of people and resources. Willingness to join Town Committees and participate in Leadership coaching as provided.
- Motivating Others – skill at creating a climate where people want to contribute their best; can motivate different kinds of people and teams; empowers others.
- Managing and Measuring Work – Skill at clearly assigning responsibility for tasks and decisions; setting clear objectives and measures; designing feedback loops; and monitoring process, progress, and results.
- Confronting Direct Reports – skill at dealing with direct report problems firmly and in a timely manner; comfortable with regular performance reviews and holding direct reports accountable.
- Critical Thinking – skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Perspective – knows how to look toward the broadest possible view of an issue or challenge; can easily pose future scenarios and predict; has broad-ranging interests.
- Communicating – skill in communicating with people inside and outside the organization including elected officials and in representing the organization to customers, the public, other government agencies, and other external parties; communicates effectively verbally and in writing; and work effectively across diverse cultures and constituencies.
- Organizational Agility - can perform within all levels of the organization and obtain successful outcomes; interacts with internal and external people in a manner that supports organizational values.

Physical Demand and Mental Effort:

Requires the ability to concentrate and stay task focused amid high call volume and competing demands. Work may involve exposure to descriptions of trauma and violence.

Required Materials and Equipment:

General office equipment including computers, telephone, copy machine, and calculator, software programs (e.g., UKG, OpenGov, Microsoft software packages) to conduct, compile, and/or generate documentation.

Work Conditions: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Mobility to work in a typical office setting and use standard office equipment; stamina to remain seated for extended periods of time; strength to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in person, over the telephone and over the radio. Work is performed in a police department; the noise level is moderate at times, with periods of high-call volume, and stressful situations.

Makes frequent contacts with the public, other town employees, other municipal departments, vendors, local businesses, and representatives from other governmental agencies. Contacts are in person, in writing, email, and by telephone and involve an information exchange dialogue.

Will have access to extensive confidential information, such as personnel records, criminal investigation records, lawsuits, and highly sensitive personal information about members of the public; the application of appropriate judgment, discretion and professional office protocols is required.

Errors could seriously endanger people and property, cause significant confusion and delay of service, have legal and/or financial repercussions, and result in adverse public relations.

Pre-Employment Requirements:

Background checks will include employment references and criminal history. May include a credit check, driver's license record, and education verification. Pre-employment drug screening, including a physical, MMPI-3 and must be entitled to work in the United States.

Union Status: Local 98 . New employees or internal transfers are on probation for one year from the date of hire or transfer.

FLSA Status: Non-Exempt Employee (hourly).

The Town of Brattleboro is committed to diversity, equity, and inclusion. We strongly encourage people of color, people with disabilities, LGBTQIA+ applicants, and people from other underrepresented groups to apply, recognizing and respecting those diverse perspectives and experiences are valuable to our team and essential to our public service.