

Borough of Downingtown JOB DESCRIPTION

Position Title:	Administrative Services Manager for the Police Department
Department:	Police
FLSA Status/Classification:	Exempt / Non-Union
Reports To:	Under the direct supervision of the Chief of Police
Location:	Police Department
Revised:	11/12/2025
Supervision Exercised: N/A	

Position Objective:

This is an administrative position for the Chief of Police. The Administrative Services Manager plays a vital role in the Police Department's daily operations. The job involves complex administrative tasks and significant decision-making responsibilities. Assignments are stable and follow established instructions and routines. The employee handles confidential information involving budget, payroll, personnel, and other data for the Chief of Police. This role includes preparing police reports, supporting recordkeeping, maintaining accurate data, and performing clerical tasks such as filing, typing, and answering calls. The position also helps with police correspondence, distributes records, and ensures reports meet departmental standards.

Essential Job Functions:

Serve as the primary administrative support to the Chief of Police, performing tasks such as drafting correspondence, preparing reports, managing calendars, making phone calls, and filing documents as directed.

Communications

- Maintain professional conduct and a respectful attitude when representing the department in interactions with citizens, supervisors, department personnel, Borough staff, and Borough officials.
- Process incoming and outgoing communication and correspondence on behalf of the department, ensuring proper dissemination of information.
- Process and follow up on all police correspondence as assigned, ensuring timely and accurate handling.
- Route incoming phone calls for the Chief and the Lieutenant as appropriate.

Personnel

- Maintain departmental organizational charts and personnel sheets.
- Maintain employee information and work schedules using the department's cloud-based scheduling system, ensuring accuracy and up-to-date records.
- Assist the Chief of Police with officer hiring procedures, ensuring alignment with MPOETC requirements.
- Maintain confidential records for police and civilian personnel and coordinate with Finance and Human Resources staff regarding personnel and salary adjustments.
- Manage and protect sensitive department information, including criminal justice information, victim information, investigative reports, personnel records, legal documents, and collective bargaining information.

Special Assignments

- Initiate communications with the public through the Department's website and social media accounts.
- Participate as an essential component of a team that will be established to achieve agency police accreditation.
- Attend and participate in community events as needed.
- Act as a confidential assistant to the Chief of Police and Lieutenant, exercising a high degree of initiative, independent judgment, and discretion in handling various administrative duties and sensitive inquiries.

Finance

- Assist the Chief of Police and Finance staff with annual budget preparation, process invoices and police service invoices, review accounts payable, and coordinate payroll entry, processing, and discrepancies. Work with Human Resources on salary and longevity updates and support employee separation financial matters.

Department Operations

- Coordinate authorized purchases for the police department, including submission and review of purchase requisitions and tracking of budget compliance, as directed by department leadership. Organizes and maintains files and other records to facilitate effective operations.
- Supports agency policy and directive creation and revision process.
- Enter dispositions for completed and cold case reports, file reports in the designated record storage area.
- Prepare and maintain accurate monthly reports for the department.
- Review and submit information for crime reporting through designated systems.
- Process inquiries and verification documents, both external and internal.
- Support command staff, officers, and detectives by processing information for assigned cases.
- Conduct quality control by reviewing police incident reports for coding errors.
- Develop statistical data as requested.
- Provide coverage for the police dispatcher.
- Provide administrative support for the parking enforcement officer.
- Perform additional tasks as required.

Working Conditions:

The physical demands described here are representative of those an employee must meet to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, stand, and talk or hear. The employee is occasionally required to walk, use hands to hold or feel objects, tools, or controls, and reach with hands and arms. The employee is required to use office equipment, including computers, telephones, and related equipment.
- The employee may occasionally bend, handle office implements and machinery, reach at all levels, sit continuously, and occasionally lift, carry, and/or move up to 35 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Minimum Education, Training, and Experience Required:

- Strong communication and interpersonal skills.
- Strong organizational skills and attention to detail.
- Extensive knowledge of or the ability to quickly learn and apply Criminal Justice Information Services (CJIS) security policies and other relevant data privacy laws
- Experience in a clerical or administrative support role is preferred.
- Proficient in word processing, typing, and data management.
- Familiarity with records management systems or similar databases is a plus.
- Ability to adapt and multitask.
- An equivalent combination of education, training, and experience would be helpful.

- High School Diploma or Equivalent. A bachelor's or associate degree in business practices or a related field is preferred but not required.
- Must be able to successfully pass a comprehensive background check and obtain CJIS clearance.
- Valid Driver's License.

Additional Requirements:

Confidentiality: This position requires strict confidentiality regarding sensitive law enforcement information, such as investigations, personnel disciplinary matters, and protected victim/witness information. The Administrative Services Manager must always demonstrate the highest discretion. Unauthorized disclosure may result in immediate disciplinary action, including termination, and may also lead to legal action.

EEO Statement

The Borough of Downingtown provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.