

## **OFFICE & ACCREDITATION MANAGER**

### **PUBLIC SAFETY DEPARTMENT**

**GENERAL PURPOSE:** This position serves as a confidential office manager performing executive-level administrative support to the Director of Public Safety and Public Safety command staff. Generate all City billing pertaining to Fire and Emergency Medical Services (EMS) provided to the public. The Accreditation Manager is responsible for ensuring that periodic reports, reviews, and other activities mandated by the applicable accreditation standards are accomplished. The level of job performance shall be measured through conferences, reports, analyses, methodology, and levels of success accomplishing the accreditation and/or reaccreditation goals of the department.

**SUPERVISION RECEIVED:** Works under the general supervision of the Chief of Public Safety and Captain of the Police Department.

**SUPERVISION EXERCISED:** Direct supervisor of two part-time administrative assistants and Police Department Crossing Guards.

### **ESSENTIAL DUTIES**

Superior office skills such as typing, calculator, word processing, computer knowledge, excellent communications skills, composition, and grammar. Interact tactfully and courteously with the public and work harmoniously with other employees.

Communicates effectively official plans, policies, and procedures to staff and the public; investigates and follows-up on citizen requests for service, complaints, and requests for information.

Assists in the development of short and long-range plans; manages assigned operations to achieve goals within available resources.

Considerable knowledge of State and Federal laws related to Police, Fire and EMS related laws and departmental policies and procedures.

Review confidential EMS patient care reports for accuracy and approve for billing. Complies with HIPPA regulations concerning patient confidentiality.

Considerable skill in assembling information, analyzing data, and preparing accurate reports, establish and maintain comprehensive and concise filing, payroll, and record systems.

Performs specialized work in receiving, maintaining, processing, and releasing evidence and other property taken into custody by the police department.

Transport evidence to the laboratory for testing and returning evidence to the property and evidence room when testing is completed. Ensuring proper methods of evidence transfer are used for physical transportation to and from the laboratory.

Prepare firearms for forfeiture to the state, and transport to the Michigan State Police for destruction.

Responsible for accepting and processing FOIA requests for the City of Owosso. Search for, retrieve, and compile all requested records. Review all records, determine the appropriate course of action, and process all requests accurately and timely in compliance with the Michigan FOIA, Michigan Court Rules, and Owosso Public Safety Department policies and procedures.

Reconcile account receivables, research, and resolve discrepancies, prepare deposits. Generate third party billing statements and communicate on a regular basis with hospitals and medical facilities.

Responsible for maintaining and reporting police and crossing guard payroll and serving as the back-up for the fire department payroll.

Responsible for creating and maintaining files for compliance with the accreditation process.

Ensures all aspects of the accreditation process are completed, including time sensitive standards, periodic inspection reports, reviews, and updates.

Maintains and updates directives, and updates files to correspond with periodic changes to accreditation standards. Assists with on-site inspections and assessments for accreditation compliance.

Maintains confidential records, correspondence, and information, as required by the position. The position requires extensive contact of a comprehensive nature with all members of the department and various other governmental agencies. The information provided is of a complex nature relating to a variety of issues and is generally confidential.

Performs other duties as required.

### **PERIPHERAL DUTIES**

Prepares a variety of studies, reports, and related information for decision-making purposes, conducts research, analysis, and prepares recommendations regarding proposals for programs, services, budget, equipment, etc.

Assists in the procurement and maintenance of department materials and supplies.

Issues permits. Prepares and monitors work orders and invoices. Registers sex offenders.

Handles and processes parking tickets.

Schedules and assists with auctions conducted by city staff.

## **JOB REQUIREMENTS**

Graduation from an accredited two-year college or university with a specialized course work in public administration, business management or a closely related field preferred. High school diploma or GED equivalent required.

Two (2) years of progressively responsible clerical, secretarial or office administration experience.

Certification as an Ambulance Documentation Specialist within two years of employment.

Ability to establish and maintain effective working relationships and use good judgement, initiative and resourcefulness when dealing with employees, City officials, professional contacts, community leaders, and the public.

Ability to multi-task, problem-solve, and work effectively under stress, within deadlines and changes in work priorities.

Thorough knowledge of property management and control procedures. Certification as an Evidence Specialist through the International Association of Property and Evidence within two years of employment.

Must have the ability to take initiative and work in an unsupervised environment, as needed.

## **PHYSICAL REQUIREMENTS**

This job requires the ability to perform the essential functions contained in this description. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements (including, but not limited to, the following requirements)

While performing the duties of this job, the employee is occasionally required to reach with hands and arms; stand; walk; and use hands to finger, handle, feel or operate objects, tools, or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus.

## **WORK ENVIRONMENT**

Perform work in an office environment within the Public Safety building in a controlled climate where he/she will sit and work on a computer, communicate by telephone, email or in-person and move around the office to travel to other locations. The noise level in the work environment is usually quiet.

Revised April, 2024.