



NEWARK, CALIFORNIA



CITY OF NEWARK

INVITES YOUR INTEREST IN THE POSITION OF

POLICE SUPPORT SERVICES MANAGER

The City of Newark is seeking a dynamic, forward-thinking leader to join our team as Police Support Services Manager. In this high-impact role, you will champion operational excellence across support and communications services while modeling Newark's PRIDE values—Personal Service, Resourcefulness, Innovation, Diversity, and Engagement. If you are a collaborative strategist who thrives on empowering teams, driving continuous improvement, and serving a vibrant community, we invite you to help shape the future of our department.

THE COMMUNITY



The City of Newark is located in Southern Alameda County at the east end of the Dumbarton Bridge, 30 miles south of Oakland, 15 miles north of San Jose, and on the edge of Silicon Valley. Newark was incorporated as a General Law City in 1955 and has a Council/Manager form of government. Newark's population is approximately 49,000, with an encompassed area of approximately 13 square miles. Newark enjoys Bay Area benefits while maintaining a small-town atmosphere.

The City has evolved throughout the years from its days enriched in agriculture, manufacturing, and railroad transportation to today's expansion of high-tech, biotech, and the health sciences, primarily as a result of the development of Silicon Valley. Although Newark has grown significantly, the community prides itself on being able to keep a small, hometown charm. Newark is currently in the midst of some very exciting projects, including new housing developments and the expansion of advanced manufacturing and biotech industries. Coupled with the growth occurring in the community, the City recently constructed a new Civic Center, including a City Hall, Library, and Police Station. The Police Department moved into the new state-of-the-art police facility, which supports Department staff in providing the best service to the community, in March 2021.



CITY GOVERNMENT

The City of Newark operates as a General Law city, providing for a Council/Manager form of government that clearly distinguishes the legislative power of the City Council from the administrative powers of the City Manager.

The Newark City Council is composed of five Council Members. Four of the Council Members are elected to staggered four-year terms; the Mayor, who also serves as the fifth Council Member, is directly elected to serve two-year terms. The City of Newark is known for being a stable city supported by its City Council.

The City of Newark is comprised of many different departments and divisions in order to meet the demands of a growing city. Though each department has a very specific role in the development of the City of Newark, they work in a collaborative effort to ensure that all residents, businesses, and visitors' best interests are at the forefront of all actions and activities.

The organization's mission is to serve and partner with our community to continually enhance the quality of life of everyone in Newark. City employees take pride in their daily work, exhibiting their values of Personal Service, Resourcefulness, Innovation, Diversity, and Engagement.

The City is a community-driven, customer-focused organization that values fiscal independence, fosters a competitive spirit, and works together as a team to achieve community goals.



THE NEWARK POLICE DEPARTMENT



HONOR | INTEGRITY | PROFESSIONALISM | COMMITMENT | LEADERSHIP

THE DEPARTMENT

The Newark Police Department is comprised of three divisions: The Office of the Chief of Police, Support Services, and Field Operations. Overall management of the Support Services and the Field Operations divisions are the responsibility of a Police Captain. The Support Services Captain is responsible for Legal Affairs, Professional Standards and Training, Recruiting, Records, Communications, Property, and Evidence. The command structure includes a lieutenant and a manager who assist the Support Services Captain with oversight of the division.

The Field Operations Captain is responsible for managing Patrol, K9, Traffic Unit, Detectives Unit, the School Resource Officer Program, Honor Guard, SWAT, Employee Wellness, the UAV Program, and other programs in support of the division. Two lieutenants assist the Operations Captain with daily oversight of all Field Operations assignments.

The Newark Police Department is committed to providing the highest quality police service to Newark residents, business owners, and visitors alike. Working in partnership with the community, staff strive to protect the life, property, and liberties of all individuals, proactively deter criminal activity, and enhance the quality of life for everyone in Newark.

THE POSITION

As an active member of the Newark Police Department's management team, the Police Support Services Manager will play a key role in leading the Department's Public Safety Communications Center as well as the Records and Property and Evidence Units. The Police Support Services Manager conducts staff studies and research projects; participates in the overall Department planning; provides professional and technical staff assistance to the Police Chief and other department staff in areas of responsibility; and performs related duties as assigned. The Police Support Services Manager receives general direction from the Police Captain and exercises direct supervision over assigned professional personnel. Work is performed in accordance with Department policies, procedures, and general orders received from the Police Chief. This class performs a variety of management and administrative duties, ranging from directing, reviewing, and evaluating the service activities of the Police Communications, Records, and Property and Evidence units to identifying opportunities for enhancing service delivery and recommending improved systems and procedures.





NEWARK POLICE DEPARTMENT

POLICE SUPPORT SERVICES MANAGER



THE IDEAL CANDIDATE

The ideal candidate will be a dynamic and inspiring law enforcement leader with an exceptional work ethic and a deep commitment to professionalism, service, and integrity. They will be a team-oriented manager who embraces a collaborative, problem-solving approach and models the City of Newark's PRIDE organizational values of Personal Service, Resourcefulness, Innovation, Diversity, and Engagement.

This support services professional will have demonstrated technical expertise, be knowledgeable regarding industry best practices, and convey a sophisticated understanding of sound and reliable support services and communications operations. Further, the ideal candidate will hold high expectations of service excellence and continual process improvement. The new Support Services Manager will possess a proactive mindset toward addressing both internal and external challenges.

A deep understanding of Newark's diversity and a genuine commitment to community engagement are essential. The ability to communicate effectively, both orally and in writing, and to connect with a wide range of audiences is critical for success in this role.

The Police Support Services Manager will be a positive influence throughout the Department, promoting a culture of continuous learning, teamwork, and shared leadership.

The ability to lead by example, hold others accountable, and recognize high performance - while actively investing in staff development, cultivating future leaders, and fostering an inclusive culture rooted in collaboration, respect, and shared purpose - will be essential to the candidate's effectiveness.

The successful applicant will possess a thorough working knowledge of law enforcement support services, communications operations, leadership, and organizational development, policy and procedure application, and training aligned with contemporary policing practices. They will demonstrate a sustained commitment to organizational excellence - advancing the Chief of Police's vision for a progressive, innovative, and high-performing Police Department that embraces community partnership by implementing Department initiatives, reinforcing organizational values, and fostering a culture of teamwork and continuous improvement.

In short, the ideal candidate will be a confident, consistent, and fair decision-maker, an ethical leader who commands trust, builds consensus, and serves as a key member of the Department's leadership team. They will be a champion for both public safety and internal development, ensuring that the Newark Police Department continues to grow as a trusted and innovative law enforcement agency.

EDUCATION & EXPERIENCE

Any combination of education and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Possession of an Associate's degree from an accredited college or university.
- Five (5) years of progressively responsible civilian or military experience in a law enforcement agency.
- Two (2) years of supervisory or lead worker experience is desirable.
- A Bachelor's degree is desirable.

LICENSE & CERTIFICATE

- Possession of a valid California driver's license and a satisfactory driving record throughout employment.
- Completion of the Department of Justice (DOJ) course, "Telecommunications Training for Trainers" or equivalent, within the probationary period, and throughout employment, as required by the California Law Enforcement Telecommunications System (CLETS).



COMPENSATION & BENEFITS



Annual Salary Range: \$176,092 – \$211,265

Placement dependent on candidate qualifications and experience.

Health & Wellness

- Health Allowance: Monthly City contribution toward health and welfare:
 - Employee Only: \$1,026/mo
 - Employee + 1 Dependent: \$2,049/mo
 - Family (2+ Dependents): \$2,706/mo
- Flexible Spending Accounts (FSA): Pre-tax healthcare (up to \$3,300/yr) and dependent care (up to \$5,000/yr) options.
- On-Site Gym & Recreation: Free access to fitness and aquatic centers for employees and families, plus discounts on classes and facility rentals.

Retirement & Financial Protection

- CalPERS Retirement: 2.5% @ 55 (Classic) or 2.0% @ 62 (PEPRA). Note: City participates in Medicare; does not participate in Social Security.
- Deferred Compensation: Voluntary tax-deferred savings plans available.
- Life & AD&D Insurance: City-paid \$50,000 policy.
- Disability Insurance: Voluntary short-term and long-term coverage options.

Paid Time Off & Holidays

- General Leave: 184 to 264 hours/year (based on tenure). Option to cash out up to 160 hours annually. Unused sick leave can convert to CalPERS service credit.
- Management Leave: Up to 56 hours per fiscal year.
- Holidays: 14 paid holidays annually.

Professional Growth & Perks

- Career Development: Robust support including mentorship, coaching, job shadowing, and leadership academies.
- Education Reimbursement: Tuition assistance program for professional advancement.
- Uniform Allowance: \$45/month maintenance allowance.

MEMORANDUM OF UNDERSTANDING In effect from July 1, 2025 through June 30, 2028.



APPLY TODAY!

POLICE SUPPORT SERVICES MANAGER



To be considered for this position, submit your resume and cover letter to **Talent@TripepiSmith.com**.

First review of applications will begin Monday, October 26, 2026. Candidates are encouraged to apply by this date for priority consideration.

Candidates will be screened for qualifications as applications are reviewed. If you require additional information or have questions, please contact Alexis Gillam at 213-905-5671.

SELECTION PROCESS



The selection process will begin with a review of application materials to determine those participants who are best qualified.

The best qualified candidates will be invited to continue to the examination phase, which may include an oral board exam(s), practical exercises, and written examination. The assessment process is tentatively scheduled for late-Oct 2026.

Those passing the examination process will be placed on an eligibility list for Police Support Services Manager. Names of all eligible candidates will be forwarded to the Police Department for the next steps in the selection process.



Prior to receiving a conditional offer of employment, the selected finalist(s) will be required to successfully complete fingerprinting and a background investigation, which will include a polygraph examination, and which shall adhere to the California Commission on Peace Officer Standards and Training - CA POST's background investigation dimensions. Upon receiving a conditional offer of employment, the applicant will be required to complete a psychological evaluation and a City paid pre-employment medical examination to include testing for the presence of drugs and alcohol. The selected candidate is required to serve a 12-month probationary period. This is an extension of the selection process in which you will be evaluated to determine your suitability to fill the permanent position.



We will make reasonable efforts in all phases of the selection process to accommodate persons with disabilities. Please contact the Human Resources Department at 510.578.4267 or hr@newarkca.gov for accommodation requests.



All government employees are disaster service workers as defined by California Government Code Section 3100. In addition to everyday duties, employees have the added responsibility of helping throughout any disaster.

City of Newark Human Resources Department | 37101 Newark Blvd. | Newark, CA 94560

510.578.4267 | HR@newarkca.gov | www.NewarkCA.gov