



Position Description

POLICE COMMUNICATIONS AND RECORDS SUPERVISOR

DEFINITION

Under general direction, supervises the operation, personnel and equipment within the Communications and Records Division; selects, trains, supervises and evaluates civilian employees in the Communications section and Records section; and performs all other related duties as assigned.

SUPERVISION RECEIVED

Receives general direction from a Police Commander or designee.

SUPERVISION EXCERISED

Direct and indirect supervision of Public Safety Dispatchers, Police Clerks and other technical and administrative staff.

DISTINGUSHING CHARACHTERISTICS

This is a civilian position with responsibility for the efficient operation of a law enforcement communications and records division, including the management and planning of organizational and technical changes that impact the divisions. Work is performed with significant independence. This position is a member of the management team.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative only)

Plans, organizes, coordinates and directs the activities of Public Safety Dispatchers and Police Clerks on a 24 hour/7day operation of a law enforcement office operation, including record keeping, communications, and data/word processing; selects, trains, and evaluates subordinate staff.

Develops and recommends goals, objectives, policies, procedures and work standards for the division.

Prepares budget requests for the division.

Completes detailed and complex periodic statistical reports for submission to department and City personnel and to state, federal, and other agencies.

Acts as a system administrator for a comprehensive computer aided dispatch and records management system; maintains thorough and accurate logs, audio recordings, and records of all center operations.

Performs research and prepares staff reports.

Updates systems for handling transmittal of bail monies, handling of criminal registrants, forms control and storage, screening and distribution of correspondence, and collection and dissemination of technical and instructional data relating to existing and planned computer systems.

Attends departmental and represents the department at meetings with public agencies, the community and regulatory agencies.

Respects and is sensitive towards the cultural and ethnic diversity of the community.

May serve as a police dispatcher clerk performing those duties enumerated in that position specification.

MINIMUM QUALIFICATIONS

Knowledge of:

Theories, principles, and practices of a communications and records division for a municipal law enforcement agency; principles of management, supervision, training, and employee development; principles of customer service and community relations; operational requirements of police and fire agencies; pertinent local, state, and federal laws, rules and regulations; use and/or management of dispatch records management and computer-aided dispatch systems.

Ability to:

Plan, organize, direct, and coordinate the activities of a public safety emergency communications dispatch center; communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions; establish and maintain cooperative working relationships with City officials, other governmental agencies, departmental personnel, and the general public; supervise, train and evaluate employees; become skilled as a computer systems administrator, as necessitated for access of county, state, and local systems; represent the City, the department, or the center effectively in contacts with representatives of other agencies, City departments, and the public; take a proactive approach to customer service issues; make process improvement changes to streamline procedures; adapt to odd and frequently irregular work shifts; maintain confidentiality regarding sensitive information; and work in a standard office environment and to use standard office equipment, including a computer.

EDUCATION AND EXPERIENCE

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

Three years of progressively more responsible experience in the maintenance of police records and communications experience in a law enforcement environment with at least one year in a lead or supervisory capacity is preferable, although equivalent non-police experience is acceptable.

High school graduate or equivalent. Additional coursework education of 60 semester units of college work at an accredited institution preferred.

SPECIAL REQUIRMENTS

Possession of a Basic Dispatch Certificate by the California Commission on Peace Officer Standards and Training.

Possession of, or ability to obtain and maintain, a valid California driver's license
Applicant must pass a police department background investigation.

TOOLS AND EQUIPMENT USED

May include personal computer, including C.A.D. and Records Management Software, audio and video recording devices, as well as word processing and other specialized software, police radio, telephones, typewriter, calculator, fax and copy machines, and motor vehicle.

PHYSICAL DEMANDS

The physical demands described here 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.

Ability to sit, stand, walk, kneel, crouch, squat, stoop, reach, crawl, twist, climb and maintain sustained posture in a seated or standing position for prolonged periods of time; lift and carry 25 pounds; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, and to make public presentations; walk over uneven surfaces; exposure to outdoor elements and confined work spaces, electrical hazards, chemicals, dust and mechanical hazards associated with construction, maintenance and repair activities; manual and physical dexterity to operate phone, computer keyboard, and office equipment.

WORK ENVIRONMENT

Mobility to work in a typical office and/or field setting. Ability to travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; work protracted and irregular hours and evening meetings or off-shift work for meeting attendance or participation in specific projects or programs; available for evening meetings.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; polygraph examination; medical examination; and other job-related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer, and employee and is subject to change by the employer as the needs of the employer, and requirements of the job change.

Effective Date:

Resolution Number:

Revision History: