



## Police Dispatch and Records Supervisor

Department/Division:	Police/Support Services
Reports To:	Police Lieutenant or Police Captain (Support Services)
Provides Direction To:	Police Dispatcher/Records Clerks
Exemption Status:	Non-Exempt
Date Prepared:	June 14, 2007

### GENERAL PURPOSE

Under general supervision, organizes, plans, schedules, coordinates, supervises, and evaluates the work and activities of civilian personnel engaged in the preparation, processing, maintenance and retrieval of law enforcement records and public safety dispatch services for police services on an assigned shift; prepares and presents internal management reports and statutory reports; and performs related duties as assigned.

### ESSENTIAL FUNCTIONS

*The duties listed below 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 this class.*

1. Assigns, coordinates, supervises and evaluates the work of employees assigned to the Police Records Bureau and the work of Public Safety Dispatchers on an assigned shift; assists the Bureau Commander in developing, implementing and monitoring short and long-term plans, goals and objectives; schedules and coordinates the assignment of bureau personnel.
2. Trains staff as to proper procedures for handling 911 emergency calls and non-emergency calls for service; explains proper methods for dispatching and referring police, fire and medical aid calls and providing pre-arrival instructions.
3. Trains staff in records management practices and procedures, including appropriate controls and adherence with public information statutes.
4. Schedules dispatch and records personnel for shift assignments, including meeting overtime and minimum staffing requirements, and training assignments.
5. Conducts performance evaluations of assigned staff; establishes performance requirements and personal development targets for assigned staff; regularly monitors performance and provides coaching for performance improvement and development.

## **ESSENTIAL FUNCTIONS (continued)**

6. Assists in preparing the operating budget; participates in developing, implementing and evaluating plans, work processes, policies, systems and procedures to achieve the bureau's annual goals, objectives and work standards.
7. Develops recommendations to improve bureau operations and efficiency; coordinates bureau activities with other divisions, departments and agencies.
8. Prepares requisitions for supplies and equipment; coordinates equipment installations and upgrades with vendors; monitors paid overtime and operating expenditures.
9. Prepares a variety of statistical reports and conducts special studies to accumulate data on crime, arrests and citations, juvenile detention, missing cases, and other activities subject to audit and analysis.
10. Acts in the capacity of Custodian of Records; reviews, interprets, and follows department procedures in handling non-routine subpoenas and requests for disclosure of public information; coordinates annual departmental records destruction process.
11. Receives, assigns and performs audits of dispatching calls and data entered in police records as well as employee certification records.
12. Develops, reviews, and updates written manuals, procedures and instructions.

## **QUALIFICATIONS GUIDELINES**

### **Knowledge of:**

California Public Records Act; federal, State, and department regulations governing the dissemination of police records and reports and the operation of an emergency public safety dispatch center; records management system practices; computer aided dispatch, document imaging, and CLETS and NCIC applications; public safety codes and regulations governing public safety communications, including the Penal Code, Vehicle Code, Health and Safety Code, Business and Professions Code, and related requirements; practices, procedures, systems, equipment and techniques involved in 911 and related emergency dispatching operations and the handling of non-emergency calls; telephone/radio recording devices and applicable laws; radio, telephone, and console TDD equipment operations; practices, procedures, systems, equipment and techniques involved in classifying, indexing, processing, filing, retrieving and controlling police records and reports; supervisory principles and practices; budgeting techniques.

**Ability to:**

Operate emergency communications console and related telecommunications and security monitoring equipment; use computer-aided dispatch software as well as word processing and spreadsheet software; select, train, supervise and evaluate the work of employees; plan and schedule work assignments; develop and implement goals, policies, procedures and work standards and controls for dispatching and records management purposes; analyze and interpret laws, standards, and department practices and solve operational and administrative problems; prepare clear and concise records, reports, correspondence and other written materials; maintain confidentiality of records; establish and maintain effective working relationships with the staff, management, vendors and the general public; remain calm and communicate distinctly and precisely in emergency situations.

**Education/Training/Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is a Bachelor's degree in Criminal Science, Public Administration, or a related field; and five years of increasingly responsible police records administration, dispatching of emergency public safety services, and supervisory experience; or an equivalent combination of training and experience.

**Special Requirements:**

Ability to be on stand-by call status. Ability to work extended hours and rotating shift assignments. Ability to pass a comprehensive background investigation and obtain P.O.S.T. Records Supervisor certification. Successful completion of P.O.S.T.-approved Dispatch Supervisor, First Aid, CPR and Emergency Medical Dispatch, and Police Records Management courses and ability to meet continuing certification standards.

**PHYSICAL AND MENTAL DEMANDS**

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

## **Physical Demands**

While performing the duties of this job, the employee is regularly required to frequently sit, stand, reach, lean, twist, turn, grasp, feel, lift, push, pull, bend, kneel and sit for prolonged periods of time. Manipulate feet to operate radio microphone or console equipment. Input information into computer for prolonged periods of time. Hear and talk with the general public, law enforcement personnel, and City staff on the telephone, radio communications equipment, and in person. Hear and detect radio traffic, ringing telephones, and alarm tones while speaking on radio communications equipment or on the telephone. Read computer display monitors and distinguish colors on computer display monitors. Read and understand technical manuals related to communications equipment, as well as reports, contracts, correspondence, memos and other written materials. The employee is exposed to continual background noise, static and noise from radio communications equipment, telecommunications equipment, and other office equipment. The position requires close vision, color vision, and the ability to adjust focus.

## **Mental Demands**

While performing the duties of this class, the employee must be able to use written and oral communication skills; read and interpret data, information and documents; interpret policies and procedures; use math and mathematical reasoning; learn and apply new information or new skills; work under deadlines with constant interruptions; and interact with upset callers, including victims and witnesses in emergency situations, reporting potential crimes and requesting emergency care, as well as City staff, law enforcement personnel and the general public.

## **WORK ENVIRONMENT**

The employee regularly works in an office environment; the noise level is moderately quiet although loud at times given the need to monitor multiple frequencies and communications by radio, telephone, and communications console. The employee must monitor communications console, alarms, and security cameras on a continuing basis.