



POLICE COMMUNICATIONS /RECORDS SUPERVISOR

DEFINITION:

The principal function of an employee in this classification is to oversee and participate in the daily operation and function of the Police Department's Records and Communications Center; performs directly related work as required.

DISTINGUISHING CHARACTERISTICS:

Duties are performed under the supervision and direction of higher level staff as assigned, but considerable leeway is granted for the exercise of independent judgement and initiative. Direct supervision is exercised over assigned personnel. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all others contacted in the course of work. The principal duties for this class are performed in a police department environment with possible exposure to criminal offenders, mentally ill individuals, and persons infected with communicable diseases.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS:

- ▶ Oversees and participates in the daily operation and function of the Records and Communication Center, including planning, prioritizing, assigning, and reviewing the work of assigned staff;
- ▶ Supervises staff, including motivating and evaluating personnel, participating with staff in correcting deficiencies, and recommending and implementing disciplinary actions;
- ▶ Participates in the selection of staff; assigns work schedules to provide for adequate staffing for every shift; provides and/or coordinates staff training, including overseeing the dispatcher training program;
- ▶ Assists in the development and implementation of goals, objectives, policies, procedures and work standards for the department, including recommending improvements;
- ▶ Assists in department projects as assigned;
- ▶ Monitors expenditures and oversees the purchase of day to day operational supplies;
- ▶ Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- ▶ Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas;

- ▶ Responds to questions and comments from the public in a courteous and timely manner;
- ▶ Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- ▶ May be required to testify in court;
- ▶ On an as-needed basis performs dispatch duties, including, but not limited to:
 - ▶ Receives and dispatches calls from the public for emergency and non-emergency services, including determining nature and location of emergency and prioritizing calls for service prior to dispatching emergency units;
 - ▶ Dispatches emergency units in accordance with established procedures and policies using a computerized dispatch system, including determining priority of emergency and sending appropriate response unit;
 - ▶ Maintains contact with field units, including accounting for location and status of all units and maintaining records of all field calls;
 - ▶ Enters a variety of records into CLETS database, including stolen vehicles, guns and property, and wanted or missing persons;
 - ▶ Runs warrant checks on subjects, registration checks on vehicles and property, and relays information and instructions to personnel in the field.
 - ▶ Contacts public and private agencies, and requests mutual assistance, including other law enforcement agencies, hospitals, towing services, and utilities.
- ▶ On an as-needed basis performs records duties, including, but not limited to:
 - ▶ Performs a variety of customer service functions applicable to records release and maintenance, including receiving, responding to, and entering requests for police reports and safekeeping of property, collecting fees, and screening and forwarding telephone calls;
 - ▶ Maintains and updates records according to state law and established policies and procedures, including indexing a wide variety of violations and notifications, tracking and filing reports, and blanking out confidential information when required;
 - ▶ Provides general information regarding department policies, procedures, and regulations, including responding appropriately to complaints, requests for information, and requests for service in person and by telephone, forwarding written complaints against personnel, and coordinating work with other City departments;
 - ▶ Performs a variety of reception and clerical duties, including preparing and balancing cash receipts, distributing incoming mail, receiving and processing payments or notices of non-payment, processing restraining orders, transcribing taped statements by officers, witnesses, suspects, and victims; sorting, filing, copying, and distributing a variety of documents; maintaining a variety of filing systems; and participating in the registration of a variety of services;
 - ▶ Serves as a court liaison clerk, including collecting and preparing documents for all arrests and citations; forwarding documents to appropriate departments, division, and court; indexing a wide variety of violations and notifications; compiling and distributing complaints; and booking information; fingerprint cards, photographs, and other law enforcement reports;
 - ▶ Receives, records, and distributes service subpoenas, including receiving information for cancellation of court appearance, tracking subpoenas to ensure they have been served or canceled, and replying to court as needed;

- ▶ Processes parking citations, revenue, and arbitrations, including verifying accuracy of information, collecting daily revenue, issuing payment receipts, sending delinquent accounts to collections, and updating citation status in computer database;
- ▶ Indexes all traffic violation citations and/or reports them into applicable computer systems;
- ▶ Maintains and balances a cash drawer, including recording monies received to the appropriate fund(s); preparing paperwork for processing of checks for overpayments, and for collection on returned checks.
- ▶ Performs other directly related duties consistent with the role and function for the classification.

QUALIFICATIONS

Thorough Knowledge Of:

- Applicable Federal, State, and local laws, codes, and regulations, including but not limited to Penal, Vehicle, Health and Safety Codes and Regulations, City of Sonora Municipal Codes, and standard EMD protocols;
- Computers and equipment utilized in computer-aided dispatch systems;
- Communications system rules and regulations governing the operations for radio transmitting and receiving;
- Applicable processes of record management and retrieval;
- The Public Information Act, law enforcement information security, and government record-keeping requirements;
- Principles and techniques of contemporary records information and document management;
- Functions and relationships of the criminal justice system, courts, and a variety of state and federal law enforcement agencies;
- Manual and automated records management systems, criminal justice information systems, and system networks and services;
- Basic accounting procedures;
- Principles of supervision, training, and performance evaluations;
- Modern office functions and non-dispatch equipment operations;
- Geography of the City of Sonora.

Ability To:

- React effectively under stress and emergency conditions and maintain professionalism in radio transmissions and public relations during emergency and difficult situations;
- Remember detailed information and think clearly while performing several tasks at once;
- Efficiently operate all required public safety telecommunications equipment;
- Type at a speed which allows for successful job performance;
- Effectively manage time, prioritize and demonstrate multiple task orientation;
- Exercise sound, independent judgement, and work independently with minimal supervision;
- Assist in preparing and administering the budget;
- Effectively supervise, train, and evaluate the work of others;
- Communicate effectively with others, both orally and in writing, using both technical and non-technical language;

- Understand and follow oral and/or written policies, procedures, and instructions;
- Prepare and present accurate and reliable reports containing findings and recommendations;
- Operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Research, interpret, analyze, and apply provisions of a variety of federal, state, and local codes, decisions, and legislation;
- Apply complicated legal requirements and standards relating to release and dissemination of a variety of highly sensitive information;
- Exercise integrity, ingenuity, and inventiveness in the performance of assigned tasks;
- Maintain utmost levels of confidentiality in all aspects of record-keeping and related functions.

Education/Experience:

Any combination of training and/or experience which is equivalent to:

- High School graduation or equivalent.
- Three years of full-time employment (or part-time hours equivalent to three years of full-time employment - 2080 hours x 3 years = 6240 hours), with recent and increasingly responsible work experience in a law enforcement agency involving heavy public contact and computerized records systems/dispatch systems.

Required Special Qualifications:

- Possess a California P.O.S.T. Public Safety Dispatcher Certificate.
- Possess or obtain a P.O.S.T. Records Supervisory Certificate.
- Possess or obtain a Notary Public commission.
- Possess a valid Class C California State Driver's license.
- Other certification(s) specific to functional areas of assignment may be required.

WORKING CONDITIONS:

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to successfully perform the duties of their position;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in an extremely stressful environment, often involving life or death situations.