DEFINITION

Under direction from Police Department management staff or other Police Department command staff, supervises, assigns, reviews, and participates in the work of staff responsible for providing clerical support services within the Police Department, including public safety dispatch, police records maintenance services and activities, and other related activities of non-sworn staff of the Police Department; and performs a variety of technical tasks relative to assigned areas of responsibility.

SUPERVISION EXERCISED

Exercises direct supervision over technical and clerical staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Plan, prioritize, assign, supervise, review, and participate in the work of staff responsible for providing public safety dispatch and police records maintenance services and activities including in the use and operation of computer aided dispatch (CAD), California Law Enforcement Telecommunications System (CLETS), and records management computer systems.

Supervise the management of police records and public safety dispatch record keeping systems and files; supervise the release of records; provide records to authorized personnel and the public as appropriate; respond to court subpoenas requiring police record information.

Participate in the selection and evaluation of assigned staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Prepare various reports on operations and activities.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing responsible public safety dispatch and police records maintenance services; implement policies and procedures; maintain and update procedural and related manuals.

Exercise good judgement, flexibility, creativity, and sensitivity in response to changing situations and needs.

Participate in the preparation of the assigned budget; submit budget and equipment purchase recommendations.

Oversee and administer the sealing and purging of records; maintain records of the disposition of documents and records.
EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Prepare and maintain accurate and complete records.

Provide dispatch data to appropriate staff and agencies when required by the department, subpoena, or District Attorney. Respond to and resolve inquiries and complaints.

Perform clerical duties including data entry and typing.

Recommend and implement innovations in technology for the department.

Ensure the maintenance of communications and records equipment.

Order forms and maintain inventory for communications and records functions.

Perform the full range of duties of Safety Dispatch and Police Records Specialist personnel.

Oversee and generate invoice information for billable services; oversee the collection and processing of monies received.

Attend and participate in professional group meetings; stay abreast of new trends and innovations in the fields of safety dispatch and records management.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

The organization and operation of the Police Department and emergency services necessary to assume assigned responsibilities.

Operations, services, and activities of a public safety dispatch center

Operations and services of police records management.

Modern police communications and automated dispatch systems.

Modern police records management and related computer systems.

Principles and practices of analysis of software, hardware, and application systems to achieve
City of Reedley
Police Records and Communications Supervisor

Knowledge of:

efficient system utilization as related to a public safety dispatch center and records management program.

Troubleshooting techniques used in resolving operations problems with operating systems, computer software, and related systems and equipment.

Principles and practices of leadership, motivation, team building, and conflict resolution.

Principles of supervision, training, and performance evaluation.

Principles and practices of organizational analysis and management.

Budgeting procedures and techniques.

Principles and practices of supervision, training, and personnel management.

City geography including streets, public buildings, landmarks, businesses, medical facilities, and community centers.

Operating characteristics of emergency dispatch and communications equipment including radio, telephone, and telecommunications equipment and the Federal, State, and local regulations governing their use.

Standard radio broadcasting and dispatch procedures and rules.

Pertinent Federal, State, and local laws, codes, and regulations.

Modern office practices, methods, and computer equipment.

Principles and procedures of record keeping.

Basic mathematical principles.

English usage, spelling, vocabulary, grammar, and punctuation.

Skill to:

Operate emergency dispatch and communications equipment including radio, telephone, and teletype equipment.

Operate modern office equipment including computer equipment.

Type and enter data at a speed necessary for successful job performance.
Skill to:
Transcribe recorded materials at a speed necessary for successful job performance.

Ability to:
Supervise, organize, and review the work of technical and clerical personnel.

Organize and direct public safety dispatch, records management, and related programs and services.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations, and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and explain and interpret policy.

Work efficiently and effectively with various police related software, hardware, operating systems, databases, and telecommunication systems.

Manage and troubleshoot police communications and records management systems; oversee testing of applications and programs; oversee and coordinate maintenance on communications and records systems.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Maintain a high level of confidentiality of information.

Interpret and apply City and department policies, procedures, rules, and regulations.

Prepare and administer a budget.

Supervise, train, and evaluate assigned personnel.

Provide high quality services to the community, placing emphasis on responsive customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.
City of Reedley
Police Records and Communications Supervisor

**Ability to:**

Operate a computer with proficiency.

Supervise, organize, and review the work of technical and clerical personnel.

Participate in the selection, training, and evaluation of assigned staff; provide and coordinate staff training; work with employees to correct deficiencies; recommend commendation and discipline of assigned staff.

Perform responsible and difficult safety dispatch and records maintenance work involving the use of independent judgement and personal initiative.

Understand the organization and operation of the Police Department and emergency services as necessary to assume assigned responsibilities.

Respond to requests and inquiries for information regarding safety dispatch and records management policies and procedures.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Interpret and apply the policies, procedures, laws, and regulations pertaining to assigned programs and functions.

Act quickly and calmly in emergencies.

Meet and deal tactfully and effectively with the public.

Prepare and maintain accurate and complete records. Prepare clear and concise reports.

Respond to requests and inquiries from the general public.

Exercise good judgement, flexibility, creativity, and sensitivity in response to changing situations and needs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Experience and Training Guidelines:**

*Any combination equivalent to 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:*

5
City of Reedley
Police Records and Communications Supervisor

**Experience:**

Three years of increasingly responsible law enforcement clerical or communications experience including some supervisory and training experience.

**Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized training in dispatching services and records maintenance.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid driver's license.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to sit, stand, walk, crouch, stoop, squat, and lift 40 lbs.; availability for shift work, on-call, and stand-by.