



POLICE DISPATCH/ RECORDS SUPERVISOR

FLSA Status: Non-exempt

Adopted: September 2005

Revised: January 2007, May 2007, November 2008, December 2009, February 2011, October 2011, November 2012, July 2013, November 2013, October 2016

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

GENERAL DEFINITION

The Police Communications/Dispatch Supervisor is a supervisory level non-sworn technical and complex clerical support classification associated with law enforcement support services assigned in the Town Police Department to direct and perform a variety of responsible records management, communications and dispatching duties for emergency and non-emergency calls for service.

DISTINGUISHING CHARACTERISTICS

Under direction of the Chief of Police or Police Commander, the Police Communications/Dispatch Supervisor is a member of the Department's management team. This position is distinguished from a Police Dispatch/Clerk by the level of responsibility, supervision, confidentiality exercised and discretionary purchasing authority for the department up to \$2,500. The Police Communications/Dispatch Supervisor trains subordinate Dispatchers in the use and operation of a variety of complex communications equipment including radios, telephones, computer-aided dispatch consoles and records management systems as well as establish an annual refresher course for all Dispatch/Clerks. The Police Communications/Dispatch Supervisor may have a shift assignment.

TYPICAL DUTIES AND RESPONSIBILITIES

Duties may include, but are not limited to, the following:

- Plans, assigns, supervises and evaluates the work of subordinate staff who receive and transmit routine and emergency telephone and radio voice messages, dispatch required equipment, operate computer-aided dispatch equipment and manage police records
- Coordinates communications involving major emergency situations and incidents
- Receives emergency calls, complaints and inquiries from the public, evaluates information to determine jurisdiction and equipment to be dispatched and performs or directs the dispatch of police and other public safety units
- Reviews and approves requests for overtime, time off and shift substitutions among dispatch staff
- Provides training and information to subordinates regarding procedural changes and current legal and operations information affecting emergency and non-emergency police services
- Troubleshoots and diagnoses repair and maintenance needed for dispatch center communication equipment and makes necessary recommendations for correction
- Maintains various logs, indexes and records and prepares special reports as needed

- Coordinates handling of emergencies and operational problems with the sworn personnel in charge
- Functions as a member of the Police Department management team participating in department-wide policy development, administrative planning, risk management and safety and loss prevention
- Provides responsible administrative and technical assistance to Police Chief, Commander, Sergeant and Officer in charge
- Contacts other agencies to coordinate public safety operations
- Performs all duties of a dispatcher during staff shortages
- General office support functions such as maintains filing systems; screens, sorts and distributes mail; orders and maintains office supplies and equipment.
- Schedules communications and records personnel
- Exhibits and encourages behavior that is consistent with the Town's risk management program and decreases risk of accident or injury to self, employees, residents, visitors and their property
- Performs other related duties as assigned

QUALIFICATIONS

Knowledge of:

- Modern Office Technology
- Principles and practices of customer service
- Principles and practices of budget preparation and administration
- Principles of supervision, training and performance evaluation
- Applicable state and federal laws and regulations
- Principles and practices of team building and leadership
- Methodologies used in maintaining police records and reporting statistics San Mateo County law enforcement protocols
- Basic California Penal Code and Vehicle Code sections
- Operations, services and activities of a comprehensive municipal law enforcement dispatch program
- Ability to produce accurate statistical reports for state and federal use
- Personnel management including hiring, supervising and evaluating full-time and part-time staff
- Departmental and program budget development and monitoring
- Computer use, including spreadsheet, word processing, and graphic presentation software
- Office methods and procedures
- Methods and techniques of administrative analysis, effective public relations
- Principles and practices of team building and leadership
- Town policies and procedures

Ability to:

- Represent Town in a positive manner
- Establish, maintain and foster cooperative working relations with others from diverse backgrounds, including elected officials, co-workers and the public effectively and with courtesy, in person, via e-mail and over the phone
- Follow written and oral instructions and procedures
- Communicate effectively, both orally and in writing, by using proper English grammar, spelling and punctuation
- Collect, compile and analyze information and data
- Plan, supervise and evaluate work of others
- Prepare budgets and work within budgetary allowances
- Administer programs with minimal guidance and supervision

- Maintain responsibility for proper storage, updating and release of police records and associated files
- Interpret and apply a variety of rules, regulations, policies and procedures
- Understand and explain pertinent policies and procedures
- Use good judgment and time management skills in performing a variety of technical and complex clerical assignments
- Perform a variety of research tasks and preparation of statistical records
- Perform assigned duties with speed and accuracy
- Issue parking permits for the Town of Colma residents
- Type accurately at a speed of 35 words per minute
- Compile information and maintain records; maintain confidentiality as necessary

Education and Experience

Education:

- High school diploma or equivalent
- Associate of Art or Science degree or 60 units from accredited college preferred

Experience:

- Seven years of municipal police dispatching or five years of municipal experience police dispatching including two with Colma Police Department
- Supervisory experience preferred

Licenses and Certificates:

- P.O.S.T. Basic Dispatch Certificate
- Twenty-one (21) training points (training points are one point for every twenty hours of law enforcement training completed or one training point for every college semester unit completed)
- California Driver License, which must be maintained as a condition of employment, as well as a satisfactory driving record
- Certification in First Aid and CPR

SPECIAL REQUIREMENTS

- A flexible work style, including the ability to work mandatory overtime shifts, nights, weekends and holidays
- Successfully work with individuals from diverse backgrounds and professions
- Strong computer skills with proficiency in a variety of word processing, spreadsheet and database applications
- Ability to understand, interpret and communicate complex issues, laws, policies and procedures
- Maintain composure in difficult situations,
- Ability to work effectively with co-workers, the public, and others by sharing ideas in a constructive and positive manner;
- Listen to and objectively consider ideas and suggestions from others; keep commitments;
- Keep others informed of work progress, timetables, and issues;
- Address problems and issues constructively to find mutually acceptable and practical business solutions;
- Maintain a high level of confidentiality, and work under pressure and in highly stressful situations.

These functions may be performed with or without reasonable accommodation:

- Speak clearly and understandably
- Review reports and correspondence quickly and accurately
- Report to work at any hour of day or night as required by disaster or other emergency situation
- Use dexterity and vision necessary to operate computer equipment with a high degree of productivity
- Intermittently twist to reach equipment in their work area
- Perform simple grasping and fine manipulation
- Operate basic office equipment (i.e. telephone, copier, calculator, etc.)
- Attend and participate in evening meetings as assigned
- On a continuous basis, must sit at a desk and in meetings for long periods of time
- Use a two-way radio
- Perform all duties listed on the job description except those determined to be incidental