

POLICE COMMUNICATIONS SUPERVISOR

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.

SUMMARY DESCRIPTION

Under administrative direction, directs, manages, supervises, and coordinates the activities and operations of the Police Dispatch Unit within the Police Department; coordinates assigned activities with other divisions, departments, and outside agencies; and provides highly responsible and complex administrative support to a Police Lieutenant and/or Captain.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Assume management responsibility for assigned services and activities of the Police Dispatch Unit within the Police Department.
2. Manage and participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommend and administer policies and procedures.
3. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within departmental policy, appropriate service and staffing levels.
4. Plan, direct, coordinate, and review the work plan for the Police Dispatch Unit staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.
5. Ensure 24/7 day-to day operations and functions of providing emergency and non emergency police support services to the public and Police Officers are carried out in accordance with Department policies, state laws, and other requirements in the most efficient and effective manner that contributes to the safety and well being of the public and departmental personnel.
6. Select, train, motivate, and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
7. Oversee and participate in the development and administration of the annual budget for the Police Dispatch Unit; participate in the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments.
8. Assumes responsibility for the overall efficiency of dispatch and records equipment; troubleshoot technical problems; oversee the evaluation, procurement, and implementation of equipment essential to 9-1-1 and records functions.
9. May serve as the Police Department Agency Terminal Coordinator (ATC) for the Department of Justice California Law Enforcement Telecommunication System.
10. Serve as Custodian of Records for the Dispatch Unit.

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11. Serve as the liaison for the Police Dispatch Unit with other units, divisions, departments, and outside agencies; negotiate and resolve sensitive and controversial issues.
12. Serve as staff on a variety of boards, commissions, and committees; prepare and present staff reports and other necessary correspondence.
13. Provide responsible staff assistance to the Police Captain and other management staff in the Police Department; conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to assigned programs, policies, and procedures as appropriate.
14. Attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of police records and dispatch; incorporate new developments as appropriate.
15. Respond to and resolve difficult and sensitive citizen inquiries and complaints.
16. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operational characteristics, services, and activities of a support services program within a police department, including a dispatch unit.
- Principles and practices of program development and administration.
- Principles and practices of municipal budget preparation and administration.
- Principles of supervision, training, and performance evaluation.
- Principles and practices of project management and administration.
- Advanced principles, practices, methods, and techniques of law enforcement records management.
- Law enforcement systems and technology platforms including current and emerging technologies.
- Operations, methods and procedures associated with a modern communication center, including the use of computer-aided dispatching systems, 9-1-1 telephone systems, and associated equipment.
- Principles of business letter writing and report preparation.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Principles and practices of customer service.
- Pertinent federal, state, and local laws, codes, and regulations including California Public Records Act and Department of Justice guidelines regarding the release, retention, and purging of police records.
- Criminal justice system.

Ability to:

- Oversee and participate in the management of the Police Department's Dispatch Unit.
- Oversee, direct, and coordinate the work of lower level staff.
- Select, supervise, train, and evaluate staff.
- Participate in the development and administration of division goals, objectives, and procedures.

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- Prepare and administer budgets.
- Prepare clear and concise administrative and financial reports.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Understand the organization and operation of the City, assigned programs, and of outside agencies as necessary to assume assigned responsibilities.
- Interpret and apply federal, state, and local policies, laws, and regulations.
- Understand software systems; evaluate and research products to be used in support services.
- Operate 2-way radio, CAD, and 9-1-1 telephone systems; troubleshoot equipment used in 9-1-1 environment.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in business administration, public administration, management, criminal justice, communications, or a related field. A Bachelor's degree is preferred.

Experience:

Five years of increasingly responsible experience in a Police communications unit including two years of administrative and supervisory responsibility.

License or Certificate:

P.O.S.T. certification in Basic Police Dispatch.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting and may be performed in an emergency services dispatch center setting with extensive public contact.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and dispatch center setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

FLSA: Exempt

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This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.