

CITY OF CLEARLAKE
COMMUNICATIONS AND RECORDS SUPERVISOR

DEFINITION

To plan, schedule, assign and review the work of dispatch and records operations within the Police Department; participates in the performance of routine and complex public safety dispatching tasks; receives and transmits telephone and voice radio messages; coordinate, direct, and perform technical duties associated with the communications and records functions; perform related duties as assigned..

SUPERVISION EXERCISED

Receives general supervision from the chief of police or their designee. Receives direction from watch commanders and works with them to accomplish the police purpose. Oversees, coordinates and supervises personnel in the Communications and Records Division.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

IN ADDITION TO THE DUTIES OF A DISPATCHER AND POLICE CLERK:

Plans, organizes, assigns, supervises and reviews the work of assigned staff involved in dispatch and records activities.

Evaluates employee performance, counsels employees and effectively recommends initial disciplinary action; assists in selection and promotion.

Organizes and assigns work, sets priorities and follows up to ensure coordination and completion of assigned work.

Coordinate, schedule and conduct meetings with dispatcher/clerks.

Plan, coordinate and conducts training and professional development of subordinate and line staff as necessary or directed.

Serve as the day to day liaison for dispatch, records and property/evidence needs of the police department.

Maintain and modify policies and procedures of the dispatch center, records and property/evidence as required.

Monitor and analyze shift and daily reports of the various assigned areas.

Compile statistical data and prepare periodic reports for use by command staff.

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Control, purge and backup functions of computer programs, purge and control records as required, receive, store and control property/evidence as determined by law.

Monitor equipment and coordinate repairs of telephones, radio and computers.

Respond to the more difficult customer relations situations arising out of dispatch and records. Respond to emergency situations which may arise in the communications center, records or property/evidence.

Must be proficient in the duties set forth in the City of Clearlake's definition of dispatcher/clerk.

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

Records technical functions include:

Serves as the Custodian of Records for the Police Department.

Assists in planning, developing and implementing departmental procedures.

Reviews and accepts incoming warrants, subpoena duces tecum, legal process's and makes court appearances as needed.

Maintains security and control of records, supervises processing of police reports such as crime, arrest, accident reports needed by the public or other persons or agencies and collects monetary fees for this service.

Conducts audits of all systems and processes as necessary.

Process and monitor CCW applications and permits, bingo license, and varied permits and regulatory process'.

Applies laws, court decisions, rules and regulations on use and confidentiality of police records.

Assists in the development and implementation of departmental policies and procedures.

Coordinates activities with other departmental personnel and the public.

OTHER JOB RELATED DUTIES

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Perform related duties and responsibilities as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Coordinate a police records management system, plan, organize, supervise, train and work with others, read and interpret laws, rules and regulations on records management, communicate effectively orally and in writing, work cooperatively with other agencies and the public, compile and maintain complex extensive records and prepare reports, evaluate personnel issues and problems and make recommendations to resolve them, use computer terminals and employ techniques of data entry and retrieval for police records administration.

Be knowledgeable and have the technical skills to function as a dispatcher/clerk with skills for coordinating and instructing others in this task. Be familiar and proficient with leads and other equipment commonly utilized in dispatch.

Be capable of learning legal guidelines pertaining to the maintenance and control of property/evidence, effectively account for police property and evidence, organize and maintain a control system, work independently in disposing of property according to defined guidelines and laws. Develop a computerized system of property/evidence control.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of public safety emergency dispatching experience in a law enforcement agency.

At least one year of experience as a training officer or lead dispatcher.

Experience with the maintenance of police records is preferred, but not required.

Education:

Equivalent to completion of the twelfth grade supplemented by any course work related to the position advertised. Sixty (60) units of college work at an accredited institution is preferred.

License or Certificate:

Must possess and maintain a valid class C California Drivers License.

Possession of a POST Basic Dispatcher Certificate.

Possession of a POST Intermediate Dispatcher Certificate is preferred.

Special Requirements:

Essential duties require the following physical abilities and work environment:

All applicants must be able to perform the essential job functions of the position, have the ability to work in an office environment, read detailed printed material, understand normal spoken conversations, communicate clearly, perform repetitive typing, travel independently to locations outside of the work site and to work shifts.

Must have the ability and skill to operate contemporary computers and programs.

Effective Date: December 2, 2022