



JULY 2026
FLSA: NON-EXEMPT

POLICE DISPATCH RECORDS SHIFT SUPERVISOR

DEFINITION

Under administrative direction, supervises and coordinates the daily operations of the Police Department's Communications and Records Division; performs the full range of Dispatcher-Records Specialist duties; provides first-line supervision, training, scheduling, and operational oversight of dispatch and records personnel; oversees police records management activities; ensures compliance with applicable laws, policies, and procedures; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This classification serves as the first-line supervisor for the Communications and Records Division while performing the full range of Dispatcher-Records Specialist duties. The position provides work direction to Dispatcher-Records Specialists, functional oversight of the Police Records Technician, and is responsible for coordinating the daily operations of the Communications and Records Division.

This is a working supervisor classification. Incumbents are expected to maintain proficiency in and regularly perform the full range of duties assigned to the Police Dispatcher-Records Specialist classification while exercising supervisory responsibility for communications and records operations. In addition to performing operational dispatch and records functions, the incumbent is responsible for staff training, scheduling, work assignment, quality assurance, policy implementation, records compliance, and operational oversight.

This classification is distinguished by responsibility for first-line supervision of dispatch operations, coordination of records management functions, staff scheduling, training, quality assurance, and operational compliance.

The incumbent also provides relief coverage for the Police Records Technician during absences, vacancies, leave periods, and periods of increased workload.

The work requires establishing and maintaining effective working relationships with department personnel, public safety agencies, court personnel, governmental agencies, and members of the public. The principal duties of 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 TYPICAL JOB FUNCTIONS (Illustrative Only)

- Performs all duties and responsibilities of the Police Dispatcher-Records Specialist classification, including emergency and non-emergency dispatching, police records processing, records maintenance, records release, customer service, administrative support, cash handling, subpoena processing, citation processing, and criminal justice information system transactions.
- Provides work direction, training, mentoring, technical assistance, and coordination for Dispatcher-Records Specialists and general oversight of the Police Records Technician.
- Develops, maintains, and adjusts work schedules to ensure adequate staffing coverage and operational continuity of communications and records functions.
- Monitors work quality and productivity to ensure compliance with departmental policies, procedures, and applicable legal requirements.
- Assists with employee recruitment, onboarding, training, evaluation, and performance management activities.
- Receives emergency service calls, including determining the nature and location of emergencies and prioritizing calls for service prior to dispatching emergency units.
- Dispatches emergency units in accordance with established procedures and policies using computerized dispatch systems.
- Maintains contact with field personnel, monitors unit status and location, and maintains records of field activities and calls for service.
- Enters, validates, audits, and maintains records within CLETS, NCIC, CJIS, and other applicable law enforcement databases, including stolen vehicles, firearms, property, warrants, and missing persons records.
- Performs warrant checks, criminal history inquiries, vehicle registration checks, and other law enforcement database transactions and relays information to field personnel.
- Contacts public and private agencies and requests mutual assistance, including law enforcement agencies, hospitals, towing services, utilities, and emergency service providers.
- Provides relief coverage for the Police Records Technician during absences, vacancies, leave periods, and high-volume workload situations.
- Performs and oversees advanced police records management functions, including auditing, quality control, records retention, report review, records release, records research, records system administration, document preparation, indexing, maintenance, storage, retrieval, and destruction in accordance with applicable laws and departmental policies.
- Receives, records, tracks, and distributes subpoenas and court-related documents and coordinates responses with courts and other agencies.
- Processes parking citations, citation revenue, arbitrations, and collections activities and ensures accuracy of associated records.
- Indexes and enters traffic citations, reports, and related documents into applicable records management systems.
- Maintains and balances cash drawers and records monies received in accordance with departmental and City financial procedures.

- Responds to requests for police reports, public records, subpoenas, restraining orders, and other law enforcement documents; provides information to the public and coordinates with courts, law enforcement agencies, governmental agencies, hospitals, utilities, and other organizations.
- Researches, analyzes, and prepares statistical, operational, and regulatory reports and recommends improvements to communications, records management, workflows, and technologies.
- May be required to testify in criminal, civil, administrative, and personnel proceedings.
- Attends meetings, conferences, workshops, and training sessions to remain current on developments in public safety communications, records management, and supervisory practices.
- Performs other directly related duties consistent with the role and function of the classification.

QUALIFICATIONS

Knowledge of:

- Applicable federal, state, and local laws, regulations, and standards governing public safety communications and police records management.
- California Vehicle Code, Penal Code, Welfare and Institutions Code, Health and Safety Code, Government Code, and applicable municipal codes.
- Police records management systems, records retention requirements, records release procedures, and criminal justice information systems.
- CLETS, NCIC, CJIS, and related law enforcement databases.
- Principles, practices, and procedures of public safety dispatching and emergency communications.
- Supervisory principles and practices, including staff training, work coordination, scheduling, and performance management.
- Modern office methods, practices, and procedures.

Ability to:

- Train, coordinate, and provide work direction to assigned staff.
- Develop and maintain work schedules to ensure adequate staffing coverage and operational continuity.
- Perform advanced and specialized police records management functions.
- Provide relief and backup support for the Police Records Technician as operational needs require.
- Interpret and apply laws, regulations, policies, and procedures related to communications and records operations.
- Maintain professionalism during emergency and difficult situations.
- Communicate effectively with others, both orally and in writing.
- Prepare and present accurate reports and recommendations.
- Maintain complete and accurate records and files.
- Operate public safety telecommunications equipment and records management systems.
- Exercise sound independent judgment and decision-making.
- Work effectively with individuals from a variety of socioeconomic and cultural backgrounds.

- Perform multiple tasks accurately under pressure and within strict deadlines.
- Quickly learn and apply new technologies, procedures, and regulations.

EDUCATION AND EXPERIENCE

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

- High School diploma or equivalent.
- Four (4) years of progressively responsible public safety dispatch experience, including substantial experience in police records management.
- Lead worker, training officer, scheduling, or supervisory experience in a public safety communications, law enforcement records, or closely related environment is highly desirable.
- An equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities may be considered.

REQUIRED SPECIAL QUALIFICATIONS

- Possess and maintain a California P.O.S.T. Basic Public Safety Dispatcher Certificate.
- Possess and maintain CLETS certification and any required recertifications.
- Possess and maintain a valid First Aid and CPR certification.
- Successful completion of NIMS 100, 200, and 700 training.
- Possess and maintain a valid Class C California Driver's License.

WORKING CONDITIONS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation 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 at a public counter with extensive public contact and constant interruptions. Physical: Primary functions require sufficient physical ability and mobility to work in an office 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. Vision: See in the normal visual range with or without correction. Hearing: Hear in the normal audio range with or without correction.