



Job Description

Title: Communications/Records Manager	FLSA Status: Exempt	Created:
Supervisor: Chief of Police	Supervises: Police Dispatch staff	Revised:
Job Family: Police Services	Bargaining Unit: Management/Conf	Approved:

JOB SUMMARY:

Under the direction of the Chief of Police, organize and direct the operations and activities of the Communications/Records Division; oversee and participate in the preparation and maintenance of manual and automated records and reports for the Sheriff's office; train, supervise and evaluate the performance of assigned personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Organize and direct the operations and activities of the Communications/Records Division; participate in the development and implementation of departmental policies and operating procedures; assure Department record-keeping activities comply with established laws, regulations, guidelines and procedures.
- Organize response to requests for crime reports, warrant information, criminal record checks and a variety of other reports; assign reports to appropriate personnel; audit records and reports for accuracy and make changes as appropriate.
- Train and evaluate the performance of assigned police services communications and records staff; schedule staff to cover police dispatch services; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; assign the duties of subordinate employees; review time off requests, process sick leave and approve overtime.
- Oversee the input and scanning of statistical, criminal, personnel and various other data and documents into an assigned computer software system; direct the maintenance of various automated records and files; update, modify and delete information; initiate queries, extract data and generate various mandated and requested computerized reports; assure accuracy of input and output data.
- Plan, schedule and conduct training sessions concerning proper computer, telecommunication, customer billing and Live Scan fingerprinting system operations; oversee Live Scan services fingerprinting system operations; prepare and develop training curriculum including related instructional and support materials; deliver oral presentations; assure employee understanding of departmental policies, standards and procedures; recommend training courses for police dispatch staff; prepare manual of police dispatch and records procedures.
- Oversee the processing of felony and misdemeanor warrants and out-of-state warrant extraditions as required; verify and distribute forms concerning the disposition of an arrest and court action for persons arrested and booked by the Police Department; verify case files and paperwork submitted to District Attorney, Probation, Traffic Court and other law enforcement agencies; manage, update, process and redact police records as directed.
- Compile information and prepare and maintain a variety of records and reports related to criminal information, financial activity, personnel and assigned duties; retrieve records; audit criminal records for accuracy; seal and purge records according to Police department policies and procedures.
- Direct the compilation and reporting of statistical data to the Department of Justice as assigned; prepare statistical crime data for staff and the public as requested; update violation codes, case codes using California Penal Code book and State of California code table; establish and maintain filing systems; process a variety of forms and applications.
- Respond to requests for arrest and detention information, police records, body camera footage, call/radio audio; respond to subpoenas for law enforcement records; appear in court to testify regarding subpoenaed documents as required.
- Communicate with other departments, cities, law enforcement agencies, staff, governmental organizations, the public and outside agencies to exchange information, coordinate dispatch services and demands for services, coordinate activities and resolve issues or concerns.
- Operate a variety of office equipment including a calculator, computer and assigned software; operate a multi-line telephone system.

- Oversee the processing and maintenance of documents involved in the registration of convicted sex offenders and narcotic registrants as directed.
- Assist with CLETS administration and testing; update Records Management Systems (RMS)/Computer Aided Dispatch (CAD) systems.
- Monitor inventory levels of office supplies; order, receive and maintain inventory of office supplies.
- Attend, schedule and conduct various meetings and trainings as assigned; serve on a variety of oral boards and on committees.

OTHER DUTIES:

- Answer and respond to calls for service; dispatch emergency units as necessary and in accordance with established procedures; respond to officer's radio calls; coordinate emergency calls and relay information and assistance requests involving other public safety agencies.
- Coordinate transportation of inmates with warrants from other agencies.
- Perform related duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

- Advanced police record-keeping and processing techniques.
- Applicable laws, municipal codes, regulations, policies and procedures related to police records including the Public Records Act.
- Data control procedures and data entry operations.
- Record retrieval and storage systems.
- Operation of a computer and assigned software.
- Principles, practices, policies, and regulations regarding police dispatching services.
- Principles and practices of supervision and training.
- Methods and techniques in utilizing California Law Enforcement Telecommunications System (CLETS) and DOJ databases.
- Records Management Systems (RMS) and Computer Aided Dispatch (CAD) systems.
- Operation of 911 radio/telephone receiving and transmitting equipment.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Statistical record-keeping techniques.
- Report writing, editing and proofreading.
- Modern office practices, procedures and equipment.

Ability to:

- Organize and direct the operations and activities of the Police Communications/Records Division.
- Oversee and participate in the preparation and maintenance of manual and automated records and reports for the Police Services office.
- Train, supervise and evaluate the performance of assigned personnel.
- Interpret, apply, explain and assure compliance with laws, codes, regulations, policies and procedures
- Organize response to requests for crime reports, warrant information and criminal record checks.
- Use a computer to initiate queries, extract data and generate computerized reports.
- Compile, review and verify input and output data to assure accuracy and efficiency.
- Type or input data accurately at an acceptable rate of speed.
- Operate standard office equipment including a computer and assigned software.
- Monitor a multiple channel radio system.
- Coordinate and conduct training sessions.
- Maintain and prepare complex reports.

- Analyze situations accurately and adopt an effective course of action.
- Maintain accurate statistical records.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Work independently with little direction.
- Remain courteous and calm while interacting with the public.
- Multi-task and handle simultaneous calls.
- Listen and comprehend radio calls while talking on the phone.
- Plan and organize work.
- Meet schedules and timelines.
- Work confidentially with discretion.

Education and Experience:

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 is:

- Graduation from high school or equivalent GED supplemented by college-level course work in criminal justice, communication or related field.
- Three years increasingly responsible law enforcement, record-keeping and/or police dispatching experience.

Licenses, Certifications and other Requirements:

- California Law Enforcement Telecommunications System (CLETS) certification.
- P.O.S.T. Basic Dispatch Certificate
- P.O.S.T. Records training is desirable but not required.

WORKING CONDITIONS:

Work Environment:

- Indoor/Police Dispatch environment.
- Variable work hours and emergency call-out.

Physical Demands:

- Wearing headsets when covering for Police Dispatch.
- Dexterity of hands and fingers to operate a computer keyboard.
- Seeing to read a variety of materials.
- Sitting for extended periods of time.
- Hearing or speaking to exchange information.
- Bending at the waist, kneeling or crouching to file and retrieve materials.

Hazards:

- Contact with dissatisfied or abusive individuals.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.