

MANAGER OF POLICE RECORDS AND COMMUNICATIONS

Salary Range: 15 (Management Salary Schedule)

DEFINITION

Under general direction, assists in the development and implementation of police department goals, objectives, policies, and priorities; manages, supervises, and coordinates the personnel and activities of assigned units within the Support Services Division of the police department; coordinates assigned activities with other city departments, divisions, and allied agencies; provides responsible administrative support to the Support Services Division Commander and the Police Chief; performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a non-sworn management classification within the police department responsible for overseeing assigned units within the Support Services Division.

SUPERVISION EXERCISED AND RECEIVED

The incumbent receives general direction from a Police Captain, and exercises direct supervision over supervisory, professional, technical, and clerical staff within the Support Services Division.

EXAMPLES OF DUTIES, KNOWLEDGE, AND ABILITIES

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

- Assumes management responsibility for assigned services and activities within the Support Services Division; recommends and administers policies and procedures.
- Manages the development and implementation of unit and department strategic goals and plans.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of policy and procedural changes.
- Represents the police department to other city departments, elected officials, and allied agencies; explains, justifies, and supports police department programs, policies, and activities; negotiates and resolves sensitive, significant, and controversial issues.
- Selects, trains, motivates, and evaluates police department personnel; provides or coordinates staff training, works with employees to correct deficiencies; recommends discipline and termination procedures.
- Plans, directs, and coordinates through subordinate level supervisors, the division's work plan; meets with management staff to identify and resolve problems; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures.
- Manages and participates in the development and administration of the division's budget; directs and forecasts funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approval of expenditures; directs the preparation of and implementation of budgetary adjustments.
- Coordinates police department activities with those of other departments and allied agencies and organizations; provides staff assistance to the City Manager and City Council; prepares and presents staff reports and other necessary correspondence.
- Participates on a variety of boards and commissions as assigned; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of law enforcement.

- Confers with citizens and city officials on law enforcement problems; assists in the development of innovative law enforcement policies; makes public presentations.
- Responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Serves as the public safety Custodian of Records, and directs public safety records processing, dissemination, retention, and information management activities.
- Ensures compliance with state and federal reporting mandates.
- Assumes responsibility for the release of public safety records; responds to subpoenas.
- Provides management of the emergency communications center and its supervisory staff; develops and administers policies and procedures related to the communications function.
- Maintains security of public safety records and systems, ensuring compliance with the California Public Records Act, department policy, and applicable statutes and mandates.
- Serves as the CLETS Agency Administrator; ensures appropriate security of state and national databases; conducts audits of system usage and dissemination of information; ensures department compliance with CLETS training mandates and security policies.
- Working collaboratively with the city's Information Technology department, vendors, and other stakeholders, coordinates the implementation, maintenance, and administration of automated public safety systems including Computer Aided Dispatch (CAD), the Records Management Systems (RMS), and radio infrastructure.
- Recommends and coordinates improvements, upgrades, and enhancements to automated systems and equipment
- Conducts complex systems analysis and defines information processing needs
- Coordinates the diagnosis of hardware and software problems, equipment repair, and programming activities
- Evaluates new systems; coordinates the acquisition, implementation, system integration, and maintenance of automated systems; manages equipment and systems upgrades; remains current related to technology advancements.
- Establishes positive vendor and contractor relationships and manages equipment and system service contracts.
- Performs related duties and responsibilities as required.

EMPLOYMENT STANDARDS

Knowledge of:

- Advanced principles of public safety administration, organization, budgeting, and personnel management
- Principles and practices of supervision, training, and evaluation
- Complex principles and practices of program development and administration
- Functions and relationships within the criminal justice system, including courts and law enforcement agencies
- Understanding and application of emergency management principles, including application of the Incident Management System (ICS) in routine and emergency operations
- Principles, practices and operating characteristics of manual and computerized records management and dispatching systems used in public safety environments
- Operations, services, and activities of a public safety communications center
- Standard telephone, teletype and radio broadcast procedures, and the applicable rules and regulations of the Federal Communications Commission
- Records management principles and practices

- Advanced principles and practices of municipal budget preparation and administration
- Correct English usage, including spelling, grammar and punctuation
- Pertinent federal, state, and local laws, codes, and regulations

Ability to:

- Plan, assign, supervise, and evaluate the work of assigned support personnel
- Select, train, and instruct assigned personnel in work procedures
- Analyze complex technical and administrative problems, evaluate alternative solutions, recommend and implement effective courses of action
- Act quickly and calmly in emergencies
- Interpret and apply federal, state, and local policies, procedures, laws, and regulations
- Utilize discretion in the handling and disclosure of confidential information
- Organize and set priorities for a variety of projects and tasks in an effective and efficient manner to ensure deadlines are met
- Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials
- Work closely and effectively with a variety of City departments and divisions.
- Exercise sound independent judgment within established guidelines.
- Using computer technology and applications in the performance of daily activities
- Communicate clearly and concisely, both orally and in writing.
- Assist in the development of innovative municipal public safety practices.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

Minimum Qualifications:

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

A bachelor's degree from an accredited college or university in criminal justice, emergency management, police science, public or business administration, or a closely related field and four (4) years of increasingly responsible experience in a municipal police department or sheriff's office, including at least two (2) years of supervisory experience related to public safety records, communications, and/or technical services.

GENERAL QUALIFICATIONS

License Requirements:

- A valid California Class C driver license or higher with a satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.
- A POST Public Safety Dispatcher Certificate is required at the time of application.
- A National Academies of Emergency Dispatch Emergency Medical Dispatcher Certificate (EMD) is required at the time of application
- ICS 300 and 400 Certificates -Advanced Incident Command System are required at the time of application.
- Incumbents must obtain a POST Records Supervisor Certificate within one (1) year of appointment or may be subject to termination.

- Incumbents must obtain a National Academies of Emergency Dispatch Quality Assurance Certificate (EMD-Q) within one (1) year of appointment or may be subject to termination.
- Incumbents must obtain a POST Management Certificate within three (3) years of appointment, or may be subject to termination.

Physical Requirements:

Mobility to work in a standard office environment, use standard office equipment and attend off-site meetings. On an intermittent basis, sit at a desk for long periods of time; intermittently walk, stand, bend, squat, twist and reach while performing office duties; lift light weights. Manual dexterity to use standard office equipment and supplies and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.); vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone and/or radio;

Working Conditions:

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances, and may interact with upset staff and/or public representatives in interpreting and enforcing departmental policies and procedures. Employees may be required to work on evenings, weekends and holidays, and participates in afterhours on-call assignments, and work unusual and prolonged work schedules as necessary.

FLSA: E

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.