



COMMUNICATIONS / RECORDS MANAGER

Department:	Police	FLSA Status:	Exempt
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GENERAL PURPOSE: Under the general supervision of the Deputy Chief, plans, coordinates, and manages the Police Department's communications and Records function; coordinates and supervises the installation, servicing and maintenance of communications equipment; reviews and prepares records and documentation; and supervises assigned personnel.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Oversees and coordinates the Department's day-to-day public safety communications and Records activities including dispatch, equipment maintenance, and records management.
- Administers, reviews, and revises communications and Records policies and procedures; stays apprised of legislative changes impacting public safety dispatching and California Law Enforcement Telecommunications System (CLETS) record entries.
- Supervises, trains, and evaluates the performance of assigned personnel; monitors and ensures staff compliance with departmental policies, procedures, and regulatory requirements.
- Prepares, updates, and maintains employee work schedules; monitors and ensures proper levels of staffing in dispatch and Records Divisions;
- Assists in the budget preparation for those matters affecting the Communications and Records Divisions.
- Ensures adherence to laws and department policy/guidelines.
- Receives and reviews public requests for information; evaluates and determines the appropriate release of information to the public and outside entities.
- Supervises the preparation of criminal complaints for the District Attorney's Office, Probation Department, Child Protective Services, Adult Protective Services, and other law enforcement agencies.
- Compiles and retrieves statistical information; prepares various types of statistical reports as required by the Police Chief, Deputy Police Chief, and City Council.
- Conducts employment background checks as required by local, State, and Federal governmental agencies and/or the general public.
- Operates various types of communications equipment including telephones, radio consoles, and computer systems; monitors emergency radio frequencies.

JOB DESCRIPTION

Communications/Records Manager

- Monitors telephone and radio recording systems for proper functioning; identifies and reports equipment issues to technician.
- Accesses and enters/updates information in various National, State, and local computer systems.
- Prepares and provides dispatch tapes as requested by the District Attorney's Office and Police Chief.
- Provides information and assistance to the public at the front counter; receives and receipts monies for Police Department fees, fines, and services.

MINIMUM QUALIFICATIONS:

Education and Experience:

High School Diploma or equivalent AND the equivalent of a four-year degree. Additional qualifying experience may substitute for the required education on a year-to-year basis. At least two years of public safety supervisory experience, OR an equivalent combination of education and experience.

Required Licenses or Certifications:

- Peace Officer Standards and Training (POST) Public Safety Dispatcher Certificate is required within one year of employment.
- Must possess a valid California Driver's License.

Required Knowledge of:

- Police Department operations, policies, and procedures.
- Principles and practices of public safety dispatch and records.
- Regulations governing public safety communications and records activities.
- Various types of communications equipment.
- Dispatch records, reports, and documentation.
- Supervisory/management principles, practices, and methods.

Required Skill in:

- Overseeing and coordinating the Police Department's public safety communications and records function.
- Investigating, analyzing communications / records problems and adopt effective solutions.
- Preparing, reviewing, maintaining, and ensuring the accuracy of dispatch records, logs, and reports.
- Operating and maintaining the proper functioning of various types of communications / records equipment.
- Supervising, leading, and delegating tasks and authority.
- Establishing and maintaining cooperative working relationships with staff, City departments, outside agencies, vendors, and the general public.

Physical Demands / Work Environment:

- Work is performed in a public safety dispatch and records environment.
- Subject to sitting for extended periods of time, standing, and walking.